

STATEMENT OF WORK

IMENUDS-LB-BCCL-SOW07

IT SUPPORT SERVICES

Prepared for Banking Control Commission of Lebanon

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2 INTRODUCTION

2.1 Framework Agreement

This document **IMENDOS-LB-BCCL-SOW07** (hereafter referred to as "Statement of Work" or "SOW") is bound to all the terms and conditions defined in the Framework Agreement **IMENDOS-LB-BCCL-FMW-S01** signed between IMENDOS and Banking Control Commission of Lebanon and provides the specific terms and conditions for the activities and deliverables of the assignment that Banking Control Commission of Lebanon wishes IMENDOS to undertake.

This Statement of Work has been built using a pragmatic, top-down approach. In the event of any conflict between any of the documents being part of this Statement of Work, the following order shall apply, with (i) having the highest precedence and (iii) the lowest:

- (i) Any additional Change Order;
- (ii) Project Description (this SOW "**IMENDOS-LB-BCCL-SOW07**");
- (iii) Framework Agreement "**IMENDOS-LB-BCCL-FMW-S01**".

3 SCOPE OF WORK

3.1 Scope of Work

iMendos will provide a level 2 and level 3 capped IT support service, covering all the eProseed and Oracle software components deployed previously by eProseed at Banking Control Commission of Lebanon.

It aims to provide assistance to the Banking Control Commission of Lebanon with platform or software issues. The service is rendered remotely (assistance) and onsite (support and intervention) depending on the type and priority of the requests.

The service includes the following components:

- eProseed (DRPP and others) application components previously installed by eProseed;
- Oracle Fusion Middleware and Database components previously installed by eProseed.

3.2 Scope of Work Exclusions

Any activity or deliverable not defined in the section “3.1 Table of content” is not in the scope of this STATEMENT OF WORK, Including but not limited to, any activity or deliverables identified in the section “3.3 Delivery Assumptions” or as listed below:

- User training;
- Support of applications not developed by eProseed in the past;
- Support of components not installed by eProseed in the past;
- Request for changes such as development of new functionalities;
- Hardware support;
- Network support;
- Storage support;
- Operating system support

3.3 Delivery Assumptions

To ensure a successful project delivery, on time, on target and on budget, iMendos has identified the following assumptions:

3.3.1 Project Governance

- Changes to project scope and resource requirements will be escalated for approval to the Banking Control Commission of Lebanon representative and iMendos partner;

3.3.2 Project site and logistics

- It is assumed that the onsite resources will work at Banking Control Commission of Lebanon premises in Beirut, while remote resources will work at iMendos global premises;
- Banking Control Commission of Lebanon will provide the required project workspace, office equipment, network access, Internet access, other relevant infrastructure, and administrative support for iMendos onsite resources;
- Banking Control Commission of Lebanon has to offer timely physical access to its premises to iMendos support staff for every case onsite support is rendered;
- iMendos will provide virtual meeting tools and telephone conferencing to facilitate remote meetings, workshops and trainings.
- iMendos will provide regular local presence at its premises at Beirut of senior experts on DIPP components, application and systems substances.

3.3.3 Documentation

- iMendos will have access to all documentation and IT systems which may be identified as relevant for the project set-up;
- The system, its documentation, and training materials will be set up in English. Training language is English. Any translation of training materials is not covered by this offer;

3.3.4 Reliability

iMendos will ensure to keep the materials defined under "IMENDOS-LB-BCCL-FMW-501" document, paragraph 10. "Intellectual Property Rights" in a reliable and up-to-date state throughout the duration of this SOW.

3.4 Duration and Termination

The service is capped to a pool of 20 men days of iMendos effort. All the work done by iMendos to provide the service is deducted from this pool, including but not limited to:

- Meetings with the Customer;
- Investigation and bug fixing;
- Reporting;

The pool is active starting November 1st, 2025 and valid for one year. The pool expires, on October 31st, 2026. If Banking Control Commission of Lebanon uses all the men days in the pool before the anniversary of this SOW, another SOW must be concluded for the service to continue.

4 SERVICE LEVEL

4.1 Raising Support Requests

The Customer shall contact iMendos Support for every incident, defect, and notification linked with the operational aspects of this service. Inquiries to the support are classified in at least 2 types:

- **Help requests:** for incidents, i.e. service operating at the margins or outside of the provisions of the present SLA.
- **Software defects:** for software defects or bugs, i.e. occurrences in which the software developed by eProseed previously operates outside of its specifications.

4.2 Support Availability

The customer may introduce requests at any time. Requests will be worked on 8/5, i.e. between 09:00 and 18:00 on Lebanon business days, and with the below service times.

4.3 Support Requests Handling Time Targets

The below times should be understood as Lebanon business hours and business days.

4.3.1 Help requests handling times

Request type	Priority	First response	Resolution time
Help request	P1 critical: Production down	1 hour	4 hours*
Help request	P2 major: Production degraded or non-production down	2 hours	8 hours*
Help request	P3 minor: Others	4 hours	3 days*

* The times spent waiting for Customer (access requests, waiting for further information, waiting for planned downtime, etc) do not count toward the resolution time targets.

4.3.2 Software defects handling times

Request type	Priority	First response	Resolution time
Software defect	P1 critical: Severe malfunction	2 hours	No fixed target. Depends on the complexity and impact of the fix
Software defect	P2 major: Major malfunction	4 hours	No fixed target. Depends on the complexity and impact of the fix
Software defect	P3 minor: Minor malfunction	8 hours	No fixed target. Depends on the complexity and impact of the fix

4.4 Contacts

Banking Control Commission of Lebanon shall designate the users who are able to raise service requests, so that iMendos can create login credentials on the support portal for them.

The Customer must designate at least one contact to receive service notifications, such as maintenance windows.

As well, iMendos must designate at least one contact (project leader or senior administrator) to ensure reliable, continuous and timely service delivery.

- In order to provide support, Banking Control Commission of Lebanon must ensure that its designated delegates are using the iMendos support portal available at <http://support.imendos.com/> for every request.

4.5 Suggested team

The team suggested is the following:

- The project manager
 - Julia Dowding
- The staff in charge to give support with the data warehouse and the operational database.
 - Mike Saba
- The staff in charge to give support with the business Process, the Web Interfaces, and the security of the system.
 - Fady Bassil
- The staff in charge of contract dispute resolution.
 - Tanguy Petre
- The staff in charge of receiving and administering BCCL DIPP service requests.
 - Tanguy Petre

Given current market conditions and future evolution, consultants might be changed in the course of the year. We will make our best effort to ensure on site support. If we do not have on site consultants, subcontracting locally with knowledgeable consultants will be enforced.

5 APPENDIX - FINANCIAL TERMS

This project is delivered as a fixed-price subscription.

Item	Unit	Qty	Unit Price	Total
Annual Subscription to iMendos Concierge Service (Gold), capped to 20 non-days.	Year	1	15,000.00 USD	15,000.00 USD
			Total (Net)	15,000.00 USD
			Order Total	15,000.00 USD

5.1 Payment Schedule & Information

The payment schedule for the fixed-price subscription fees is as follows:

- 100% of the fixed-price subscription fees upon ordering;

Account information for payment:

Bank Name: [REDACTED]

BIC Code: [REDACTED]

IBAN: [REDACTED]

5.2 Charges and Payments

Unless expressly specified otherwise in this AGREEMENT, SERVICES shall be provided on a fixed-price basis.

All charges are expressed in USD and include VAT. Applicable withholding taxes of type income tax will be borne by the CLIENT. Applicable withholding taxes of type stamp duty taxes will be borne by the SUPPLIER.

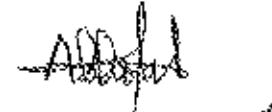
Unless the Parties agree otherwise in writing, the invoices shall be sent according to the previous section "5.1".

Each invoice shall contain at least the following information: the subject of the invoice and the CLIENT's reference. All invoices are due and payable 30 (thirty) days after the date of receipt and acceptance of the invoice by the CLIENT.

6 SIGNATURES

	Name	Date	Signature
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Mendes CEO Tanguy Petre 26/11/2025 

BOCL Project Manager Abdour Attieh 3/12/2025 

BOCL General Secretary Hassan Khalife 3/12/2025 



Mendes Luxembourg srl
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STATEMENT OF WORK

IMENDDS-LB-BCCB-HOW06

MAINTENANCE FEE (LICENSES-DIPP SOLUTION)

Prepared for Banking Control Commission of Lebanon

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2 INTRODUCTION

2.1 Framework Agreement

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- (iii) Framework Agreement "IMENDOS-LB-BCCL-FMW-S01".

3. SCOPE OF WORK

3.1 Scope of Maintenance fee

This SOW covers the licenses used at 8CC and included in the solution build by eProseed (DIPP and others).

3.2 Duration and Termination

The maintenance is covering the period between 1st November 2025 and October 31th 2026.

4 APPENDIX - FINANCIAL TERMS

This project is delivered as a fixed-price subscription.

Item	Unit	Qty	Unit Price	Total
Maintenance fee for licenses (Service agreement LB/BCC/PMW/S01)	Monthly	12	2,858.33 USD	34,299.96 USD
			Total (Net)	34,299.96 USD
			Discount (22%)	- 7,545.99 USD
			Order Total	26,753.97 USD

4.1 Payment Schedule & Information

The payment schedule for the maintenance fees is as follows:

- 100% of the fixed-price subscription fees upon renewal

Account information for payment:

Bank Name: [REDACTED]

BIC Code: [REDACTED]

IBAN: [REDACTED]

4.2 Charges and Payments

All charges are expressed in USD and include VAT. Applicable withholding taxes of type income tax will be borne by the CLIENT. Applicable withholding taxes of type stamp duty taxes will be borne by the SUPPLIER.

Each invoice shall contain at least the following information: the subject of the invoice and the CLIENT's reference. All invoices are due and payable 30 (thirty) days after the date of receipt and acceptance of the invoice by the CLIENT.

5 SIGNATURES

	Name	Date	Signature
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Mendos CEO

Tengny Peter

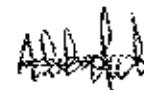
20/11/2025



BCCL Project Manager

Abboud Attieh

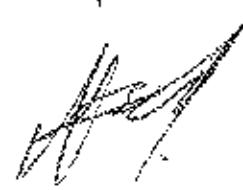
3/12/2025



BCCL General Secretary

Hassan Khalife

3/12/2025



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