

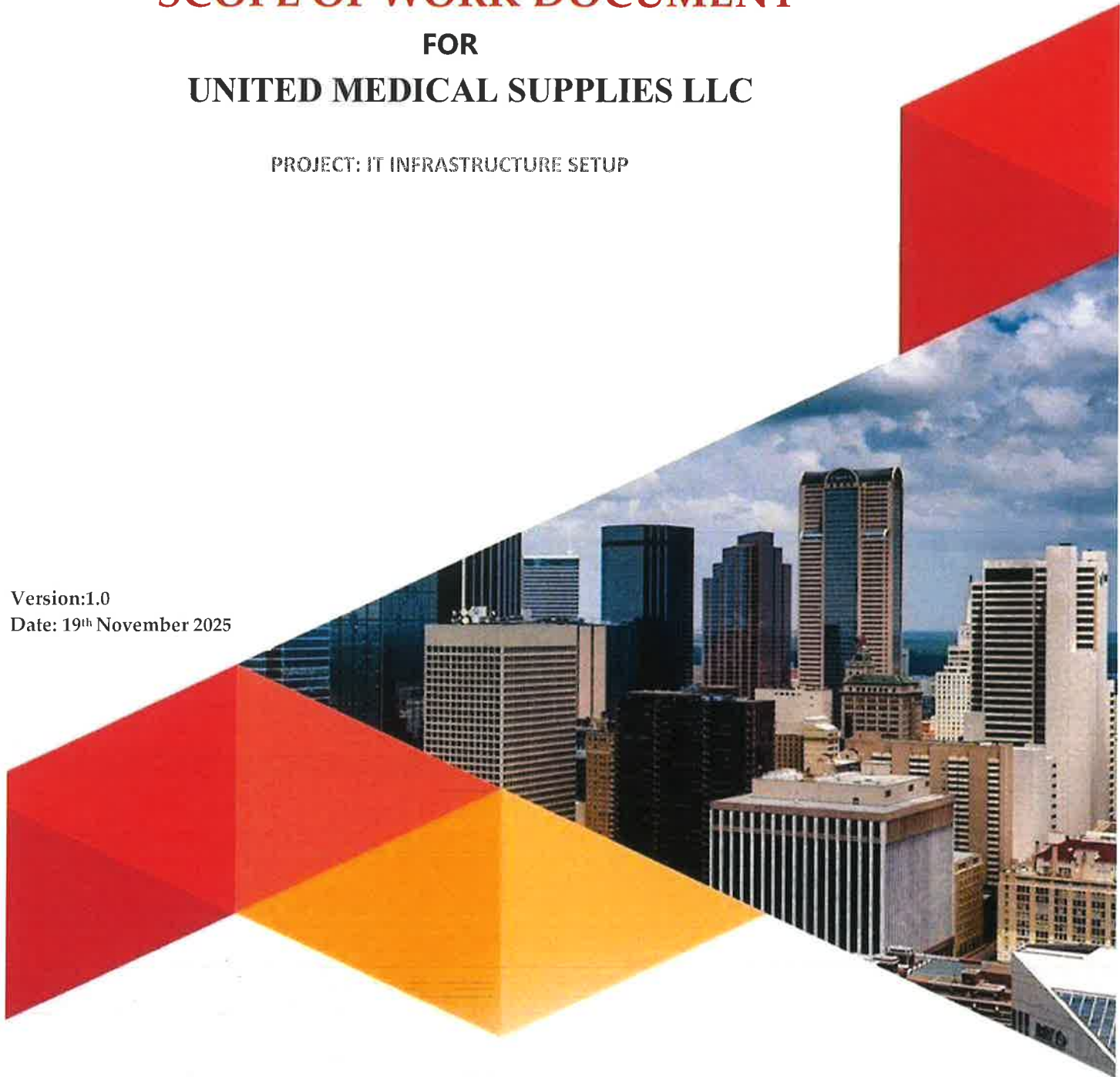
SCOPE OF WORK DOCUMENT

FOR

UNITED MEDICAL SUPPLIES LLC

PROJECT: IT INFRASTRUCTURE SETUP

Version:1.0
Date: 19th November 2025



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1. INTRODUCTION

1.1. About Kyoto

Kyoto is a leading Information and Communication Technologies (ICT) service provider. We operate internationally through our offices and antennas in Dubai, Abu Dhabi, Sharjah, Jeddah, and Gurgaon etc. We design, develop, support, and promote ICT software applications using integrated, state of art technologies. Our expertise covers.



Distribution



Integration



Services



Collaboration & Smart City

1.2. About Customer



UNIMED stands at the forefront of the healthcare industry. Committed to delivering excellence through our comprehensive services. Our founders, with over 20 years of experience in healthcare, established UNIMED with a vision to set a new benchmark in the healthcare industry providing unparalleled and high-quality distribution, logistics, business, marketing consultation, and regulatory compliance services. Our Mission at UNIMED is to enhance the efficiency and effectiveness of healthcare products delivery. We strive to support healthcare manufacturers, ensuring they have the resources and guidance needed to offer the highest standard of service to their customers. Our vision is to be the leading distributor and healthcare services solutions provider in the healthcare industry, recognized for our integrity, reliability, and commitment to improving health outcomes. We aim to create a supportive environment where healthcare organizations can thrive and expand their impact and at the same time improve collaboration between manufacturers and healthcare organizations.

2. GENERAL INFORMATION

2.1. Purpose of this Document

This document defines the Project SOW and details within which Kyoto Technologies will provide. This document outlines the tasks and comprehensive plans for the “IT INFRASTRUCTURE SETUP” for **UNITED MEDICAL SUPPLIES LLC**. This document ensures everyone involved understands the project’s scope and objective, facilitating effective communication and successful execution.

2.2. Governing Agreement

This Statement of Work or “SOW” is hereby deemed part of and governed by the Services Agreement between **UNITED MEDICAL SUPPLIES LLC** (also called “Customer”) and Kyoto Technologies.

2.3. Distribution List

This document is to be shared amongst the following people for review and approval purposes.

Last Name, First Name	Organization	Role
Mohammed Farrukh	Kyoto Technologies	Account Manager
Sneha Pillai	Kyoto Technologies	Service Operations Executive
Deepak Kor	UNITED MEDICAL SUPPLIES LLC	

2.4. Engineers Assigned

Kindly note that: **Man days = Total Days x No.of People** and **Man Hours = Man days x 8**

Name	Organization	Role
Shahbaj Khan	Kyoto Technologies LLC	Network Engineer
Mohammed Suhail	Kyoto Technologies LLC	Network Engineer

3. CUSTOMER PROJECT INFORMATION

3.1. Project Summary

This document serves as a comprehensive guide outlining the key steps, prerequisites, and considerations for the successful implementation of the project “IT INFRASTRUCTURE SETUP” for “UNITED MEDICAL SUPPLIES LLC”. It aims to establish robust security, protection and to ensure a clear understanding among deployment team members regarding the tasks and requirements associated with the project’s pre-implementation phase, facilitating effective collaboration, and streamlined execution.

Anything not addressed by this SOW is out-of-scope and not included in the services. Either party may submit a Change Request to the other party in accordance with this SOW.

SCOPE AND REQUIREMENTS

This document is concerned with the project “IT INFRASTRUCTURE SETUP” for “UNITED MEDICAL SUPPLIES LLC”.

Overall Project Deliverables

The following describes items in scope and out of scope across the entire project with all its project components. Inclusions and Exclusions relevant to specific project components are listed in their respective project component descriptions.

OVERALL, SCOPE INCLUSIONS

For the overall project, the following items are within scope being delivered by Kyoto Technologies.

S.NO	Item Description	QTY
1	Dell Pro 24 All-in-One QC24250 65W Intel(R) Core (TM) Ultra 7 265 vPro(R) (13 TOPS NPU, 20 cores, up to 5.3GHz)16 GB: 1 x 16 GB, DDR5, up to 5600 MT/s, non-ECC, 1TB SSD, Intel(R) Wi-Fi 6E AX211, 2x2, 802.11ax, Bluetooth(R) wireless card, Dell Pro Keyboard and Mouse - KM5221W - Arabic (QWERTY) – Black, Windows 11 Pro 3 Yrs Pro Support & Next Business Day Onsite Service	2
2	HP Printer HP 4003DN S/N : PHM4Q01702,VNM0941142	1
3	HP LaserJet PRO M404 Printer - B&W	1

4	Cisco 16-Port Gigabit Switch (Unmanage) with 3 years warranty C1300-16T-2G	1
5	Fortigate FG-61F-3Year Bundle (Firewall with installation, 3 years warranty and support)	1
6	Professional Services (Including installation and Configuration with switches and Firewall)	1

ESTIMATED WORK PLAN

Serial NO:	Work Effort	WORK EFFORTS		RESPONSIBILITY	
	Deliverables	Man – Hours	Man Days	Total Days+ Contingency days	
	IT INFRASTRUCTURE SETUP				
A	Hardware Installation	32	4	1+1	Kyoto Team
1	2 Dell All-in-One PCs 2 HP Printers- One HP 4003DN and one HP LaserJet PRO M404 (Black & White). Each system comes with 16 GB RAM and 1 TB SSD. Includes wireless keyboard and mouse. We'll handle full setup, connect to the network, and ensure all updates and drivers are installed.				
B	Networking & Security Setup				
1	Cisco 16-Port Gigabit Switch- We'll install and connect all devices to the switch. Ensure stable LAN connectivity and test all ports.				
2	FortiGate FG-61F Firewall Install and configure firewall for secure internet access. Set up basic security policies, NAT, and remote access (if needed). Ensure all systems are protected and traffic is monitored.				
3	Connecting all hardware and ensuring proper cable management.				

4	Configuring IP addresses, network settings.				
5	Testing all systems for functionality and performance.				
6	Ensuring everything is ready for day-to-day operations.				
7	Sign off				
	Total	32	4	2	Kyoto Team

SCOPE INCLUSIONS

For the overall project, the following items are within scope being delivered by Kyoto Technologies.

Item	General Deliverable
1	Kyoto Technologies will provide UNITED MEDICAL SUPPLIES LLC project specific documentation as seen by Kyoto Technologies based on Kyoto Technologies' best practices. The language this documentation will be provided in is English.
2	In case project stakeholders are located across multiple time zones, Kyoto Technologies will make best efforts to support all parties and make appropriate suggestions of when to commence work.

OVERALL, SCOPE EXCLUSIONS

For the overall project, the following items are outside of scope being delivered by Kyoto Technologies. There may be additional out-of-scope items within specific project sub-streams listed in the corresponding sub-chapters.

Item	Scope Exclusion
1	Kyoto Technologies will only provide the solutions and services detailed in this Statement of Work, all services outside the scope of this Statement of Work will require a change control process.
2	Any technical knowledge transfer sessions included are not suited to replace the Kyoto Technologies Administration and Certification.
3	Kyoto Technologies will not engage in any backup activity on Customer infrastructure prior Kyoto activity. It is within the Customer's sole responsibility to put in place any changes required within their systems.
4	In case Kyoto Technologies provides Customers with any scripts, tools, etc., it is the customer's responsibility to verify if they are fit for their purpose, if they can be used as is, or if any configuration or modifications are required, before making use of such tools. Furthermore, Kyoto Technologies is not responsible for enhancing, improving, or supporting any such scripts, etc.

- 5 Without the express approval of the consultants and their managers, no changes, cutovers, etc. will not be completed or shadowed by the consultants outside of their region's regular business hours, or on weekends or bank holidays of the consultant's region of residence. In the unlikely event of out-of-hours work to be completed, an additional cost will occur.
- 6 The documentation provided during this project will describe configurations pertaining to the Customer's Kyoto Technologies account. It is not intended for education on any technology, standards, or protocols.
- 7 Unless otherwise stated in a corresponding section of this document, any Technical Knowledge Transfer included in this project does not entail dedicated training sessions for administrators, SOC, helpdesk, or other operational teams. Neither does the Technical Knowledge Transfer of Kyoto Technologies entail any end-user training. In case any end-user training is part of this project, the details will be laid out in the corresponding section of this Statement of Work.
- 8 Whilst Kyoto Technologies will advise on readily available materials for end-user education and enablement, and creation of new or customization of existing documentation tailored for end-users is not in the scope of this project unless stated otherwise in a corresponding section of this document.
- 9 Any tasks not explicitly mentioned in the scope inclusions.
Work outside the agreed project area or beyond the specified requirements.

4. GENERAL PROJECT SPECIFICATIONS

4.1. Assumptions and Responsibilities

Kyoto Technologies has made the following assumptions and identified the following Customer responsibilities in respect of the provisions of the services under this Statement of Work. The Customer is responsible for validating all assumptions and Customer responsibilities before signing this SOW. Any deviations from the assumptions and responsibilities outlined in this SOW may affect Kyoto Technologies' ability to successfully deliver the Project and could have cost implications. If deviations are required, they will need to be addressed as appropriate via a change request.

Item	General Assumption
1	During remote sessions, it is possible for Kyoto Technologies to shadow Customer staff, i.e., via remote sharing tools accessing all environments and systems belonging to UNITED MEDICAL SUPPLIES LLC that is pertinent to Kyoto Technologies, account for this Project.
2	"In the event of device malfunction, data loss, or compliance issues during or after the specified activities, we disclaim liability for any associated consequences."
3	All Kyoto Technologies tasks will be performed during the scheduled date and time. During local Kyoto Technologies Office hours. Hours outside of this will need an exception and approval from the customer.
4	Kyoto Technologies provides estimates during the Project planning phase based on previous experience.
5	The Project plan is subject to change until baselined and signed off by the Customer.
6	All the services outlined in this SOW will be performed either onsite or remotely, as applicable.
7	The customer must provide Kyoto Technologies access to the appropriate staff members, Site readiness, Access to Network Resources, existing AD farm, O365, file servers, storage and any other necessary structural for wall mounting as it relates to the Customer's environment. This Customer staff can communicate in the English language.
8	All joint sessions between UNITED MEDICAL SUPPLIES LLC and Kyoto Technologies will be in the English language.
9	Customers are required to make any changes to their own environment, which includes but is not limited to network and Firewall.
10	The customer is responsible for providing all hardware, software media, and software licenses unless stated otherwise in this SOW.
11	A review session with the Customer's System Admin will be required to discuss the Customer's existing solution that is being replaced.
12	Kyoto Technologies reserves the right to determine the format of the implementation plan. The plan typically is a document created in Project charter and may contain a tasks list, reference Knowledge Base links.
13	Kyoto Technologies reserves the right to adjust the cost of this engagement in the event the Customer wants to implement a Project Management process over and above Kyoto Technologies' standard process.

14	With any changes required in the current setup, which Kyoto Technologies is supposed to assist with or consult on, the information is provided in a readable and processible format.
15	UNITED MEDICAL SUPPLIES LLC is responsible for providing Kyoto Technologies with any information or data from their third-party vendors and providers which is required for the project.
16	Kyoto Technologies may request modifications within Customer's office 365 environment on behalf of the Customer.
17	UNITED MEDICAL SUPPLIES LLC is aware that the active project participation of UNITED MEDICAL SUPPLIES LLC and its partners (if any) is a prerequisite for the timely and successful progression of the project. UNITED MEDICAL SUPPLIES LLC , therefore, commits to the plans, timelines, work packages, and meetings agreed upon.
18	If the client delays the site when work is 80% completed, they are liable to pay the pending amount and provide signoff. Once the site is ready, we will complete any pending service.

5. PROJECT MANAGEMENT AND ADMINISTRATION

The following items detail the Project Management and Administration aspects of this Project:

- 1) This SOW must be executed by an authorized Customer representative prior to scheduling and execution of services described herein.
- 2) Customer will assign a member of its personnel who will be the main point of contact for scheduling any Customer resources, team meetings, and/or reviews ("Customer Project Lead"). Customer Project Lead will also be responsible for the collection of any requested data points or information relevant to this Project as requested by Kyoto Technologies.
- 3) Customer's Project Lead will identify the appropriate team members who are required to be part of the development and approval process for the stated Project deliverables.
- 4) Kyoto Technologies is not responsible for any delays caused by the Customer, Customer's contractors, or any of Customer's third-party vendors or third-party service providers, or delays that are otherwise outside the control of Kyoto Technologies. Any such delays may result in overall Project cost increases, delay of estimated delivery dates, and the re-assignment of the Kyoto Technologies Project resource(s) to other Kyoto Technologies projects. Kyoto Technologies may both resume the project later based on Kyoto Technologies' resource availability and assign an alternate Kyoto Technologies resource to resume the tasks defined in this SOW in the event of a delay as described herein.
- 5) If required, Kyoto Technologies will create Project deliverables using Smartsheet.
- 6) Where applicable, Kyoto Technologies will produce "final" document versions in standard PDF format.

6. ACCEPTANCE AND REMEDIES

Any deliverables provided under this SOW will meet the requirements stated herein as well as any additional acceptance criteria agreed to in writing by the parties ("**Acceptance Criteria**").

The customer will review/test the delivery as per the agreed baselined Project plan. If the deliveries meet the Acceptance Criteria, the Customer will provide confirmation to that effect. If not, the Customer will notify Kyoto Technologies of the unaccepted deliverable with a detailed explanation, promptly following completion of its review/testing. The customer will not unreasonably withhold or delay acceptance. Kyoto Technologies will assist in the resolution of the unaccepted deliverable in a timely manner.

Where there is no agreed baselined Project plan, or services are provided on a time and materials basis, then Customer's acceptance will be deemed to have occurred on delivery of the applicable service or deliverable.

7. DELIVERY OF SERVICES

All services will be performed either remotely using either Kyoto Technologies or Customer provided Web sharing technologies or onsite as agreed as part of the Project. Kyoto Technologies currently uses Quick Assist as the primary solution for remote meetings.

All delivery of services and timings are subject to Project planning as part of the kick-off process and are subject to change as the Project progresses.

8. SIGNOFF CRITERIA

If the client delays the site when work is 80% completed, they are liable to pay the pending amount and provide sign off.

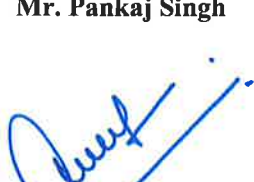
Once the site is ready, we will complete any pending service

9. GENERAL INFORMATION

If any changes are required to the scope of the work described herein which significantly affect the deliverables, time frames, and resource requirements, will result in the need for an amended Statement of Work and agreement on the additional cost by Customer and Kyoto Technologies.

APPROVAL SIGNATURES

Both parties approve and accept the details as defined in this Statement of Work.

PROJECT ACCEPTANCE FROM BOTH SIDES			
Account Manager	AGM	CEO	Client
Mr. Mohammed Farrukh 	Mr. Ashish Chandra 	Mr. Pankaj Singh 	Mr. Deepak Kor

SCOPE OF WORK DOCUMENT

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