Global Services Liferay Experience Cloud Self Managed Solution Bundles

This document describes the various services bundles included with Liferay Experience Cloud Self Managed (LXC-SM) Solution Bundles (each, an "Engagement Package"). The specific Engagement Packages and the quantity of Engagement Packages available depends on the LXC-SM Solution Bundle ordered by the Customer.

1. Engagement Packages

The table below sets forth various Engagement Packages that Liferay offers and the applicable Appendix that governs the Engagement Packages. The various Schedules listed below contain additional terms and conditions related to the scope of the applicable Engagement Package.

Engagement Packages	Appendix	Schedule
LXC-SM Kick Start Review	Appendix 2	Schedule A
LXC-SM Go-Live Review	Appendix 2	Schedule B
LXC-SM Performance Review Introduction	Appendix 2	Schedule C
LXC-SM Upgrade Analysis	Appendix 2	Schedule D
LXC-SM Weekly GS Guidance	Appendix 2	Schedule E
LXC-SM Developer Subscription	Appendix 5	N/A

2. General Terms

Each Engagement Package, except for Developer Subscription, (1) are Professional Services, as defined in Appendix 2 and (2) the terms and conditions included in this Section 2 shall be combined with the terms in the applicable Schedule and deemed a SOW, as defined in Appendix 2.

2.1 Unit

The applicable Unit for the Professional Services is a Package.

2.2 Location

All Professional Services will be performed Remotely unless the parties mutually agree to Onsite performance.

2.3 Work Schedule

The Consultant will work up to eight (8) hours each day from Monday through Friday, Standard Working Hours.

2.4 General Conditions and Assumptions

In addition to the preconditions and assumptions set forth in Appendix 2, the following conditions and assumptions shall apply:

1. Customer deploys a version of Liferay Software that is within an active life cycle according to Liferay's End of Service Life (EOSL) Policy, a copy of which can be found at https://www.liferay.com/end-of-service-life.
2. Customer will assign knowledgeable personnel to the Customer's project team. Such personnel's understanding of the applicable Liferay Software will be commensurate with the personnel's role and tasks on the project team. Various trainings for Liferay Software to achieve such understanding are available from the Liferay University (https://university.liferay.com) or through Liferay Training Services.
3. Liferay will not schedule Consultant(s) to perform the Professional Services until all necessary access to Customer's environments and systems (example database access, admin access, code access) have been provisioned.
4. The Consultant(s) performing Professional Services may be a third-party contractor(s) or employee(s) of a Liferay Affiliate.
5. Liferay will provide one (1) Engagement Manager to coordinate and schedule delivery of selected packages.

3. Scheduling Rules and Process

Customer may request and schedule the performance of Engagement Packages as follows:

1. Customers shall submit requests, in writing, to Liferay's designated representative or to gs-bundled-services@liferay.com. Customer's requests must include, at minimum, (i) the Engagement Package, (ii) the requested start date, and (iii) optionally, if the Customer requests Onsite performance.

2. Customer requests may be submitted only by Customer's designated representatives.
3. Requested start dates must be (i) at least four (4) weeks after the date of the request submission and (ii) allow for the full completion of the Engagement Package prior to the end date of the applicable Subscription Term.
4. Except in cases involving Weekly GS Guidance and Developer Subscription, requested dates of performance may not overlap with the performance dates of another Engagement Package.

Liferay may, but is not obligated to, grant exceptions to the above-listed requirements at Liferay's sole discretion.

4.   Developer Subscription
In the event Customer elects to utilize the Developer Subscription as an Engagement Package, notwithstanding Section 5 of Appendix 5, the applicable Subscription Term of services shall be nine (6) months beginning as of the start date the parties agree to in writing.

5.   Cancellations
Notwithstanding Section 4.2 of Appendix 2 (Cancellation Fees), in the event that Customer gives Liferay notice of cancelation for a scheduled Engagement Package less than five (5) working days before the scheduled start date, Liferay reserves the right to deem the Engagement Package consumed and Liferay may seek reimbursement from Customer for any costs incurred associated with the cancellation.

The LXC-SM Kick Start Review Package, further described below, is designed to guide and expedite Customer's implementation of Liferay Software, as well as provide an overview of certain industry practices, through a review of Customer's business requirements, solution architecture, existing and planned deployment environment.

As the LXC-SM Kick Start Review Package, Liferay will, through one (1) Consultant, review and discuss the following list of topics with Customer:

1. Solution architecture
2. System architecture
3. High availability & scalability
4. Information security
5. Information management
6. Performance review
7. Deployment Process
8. Disaster Recovery

Liferay will deliver a Summary Document at the end of this engagement consisting specifically of the findings for each of the topics covered during the engagement.

The LXC-SM Go-Live Review Package is designed to guide and expedite Customer's implementation of Liferay Software, as well as provide an overview of certain industry practices, through a review of Customer's business requirements, solution architecture, existing and planned deployment environment.

As the LXC-SM Go-Live Review package, Liferay will, through one (1) Consultant, review and discuss the following list of topics with Customer:

1. Solution Architecture
2. System Architecture
3. Information Security
4. Information Management
5. Performance Review
6. Deployment Process

Liferay will deliver a Summary Document at the end of this engagement consisting specifically of the findings for each of the topics covered during the engagement.

The LXC-SM Performance Review Introduction is designed to guide Customer on how best to approach performance management for their LXC-SM project. The Liferay Consultant will review Customer's performance test plan, suite of performance testing pools, and operating procedures to validate and make recommendations.

As the LXC-SM Performance Review Introduction package, Liferay will, through one (1) Consultant, review and discuss the following list of topics with Customer.

1. Performance Review
   a. Performance Requirements Review
   b. Configuration Review
   c. Test Plan Review
   d. Testing Methodology Review
2. Performance Tuning
   a. Load Testing Setup Example
   b. Performance Baseline Discussion
   c. Baseline Assessment Overview

The Summary Document for this engagement will contain a summary of findings for each of the topics covered during the engagement.

Specific Conditions and Assumptions
In addition to the preconditions and assumptions set forth in section 2.4 above, the following conditions and assumptions shall also apply:

1. Customer will assign knowledgeable personnel responsible for the ongoing performance monitoring and management who will interface with the Liferay Consultant for the full duration of this engagement.

The LXC-SM Upgrade Analysis Package is designed to accelerate the timeline to upgrade, identify and mitigate unknown risks, and provide a roadmap for a successful upgrade.

As the LXC-SM Upgrade Analysis package, Liferay will, through one (1) Consultant, review and discuss the following list of topics with Customer.

1. Planning the Upgrade
   a. Planning the Infrastructure Upgrade
   b. Planning the Liferay DXP Upgrade
2. Upgrade Analysis
   a. Infrastructure Upgrade
   b. Development Process and Tools Analysis
   c. Feature Analysis
   d. Technical Analysis
   e. Performance and Scalability Analysis
   f. Security Analysis

The Summary Document for this engagement will include a summary of findings for each of the topics covered during the engagement.

Specific Conditions and Assumptions
In addition to the preconditions and assumptions set forth in section 2.4 above, the following conditions and assumptions shall also apply:

1. Customer has a project actively deployed to a production environment on Liferay Experience Cloud.

The LXC-SM Weekly GS Guidance is designed to provide Customers with a Liferay Software expert to advise Customer on Customer's priority questions, topics, or issues.

As the LXC-SM Weekly GS Guidance package, Liferay will, through one (1) Consultant, meet with Customer to review and discuss Customer designated topics related to Customer's use of Liferay DXP software and the LXC-SM Infrastructure.

The applicable schedule depends on the specific LXC-SM Solution Bundle purchased by the Customer. If the Customer purchased the "Business" Solution Bundle, then Liferay will provide one (1) Consultant over ten (10) weeks, consecutively for ten (10) one-hour sessions weekly or five (5) 2-hour sessions biweekly. And, if the Customer purchased either the "Enterprise" Solution Bundle, then Liferay will provide one (1) Consultant over twelve (12) weeks, consecutively, for twelve (12) 1.5-hour (90 minute) sessions weekly.

The Summary Document for this engagement will include a summary of findings for each of the topics covered during the scheduled calls and will be delivered at the conclusion of the engagement.

Specific Conditions and Assumptions
In addition to the preconditions and assumptions set forth in section 2.4 above, the following conditions and assumptions shall also apply:

1. Customer will inform Liferay of the call agenda five (5) business days prior to the applicable weekly call.
2. Customer is responsible for organizing Customer's personnel attendance to scheduled calls.
3. Liferay may assign different Consultants to calls depending on agenda topics and availability.