

# Terms and conditions of participation - Free Salesforce Implementation

## 1. Introduction

1.1. The **Salesforce Implementation Giveaway Program** (hereafter referred to as the "Program") is organized by VRP Consulting.

1.2. By participating in this Program, applicants agree to comply with these terms and conditions.

1.3. For inquiries regarding the Program, please contact: Mateusz Twarożek, email: [mateusz.twarozek@vrpconsulting.com](mailto:mateusz.twarozek@vrpconsulting.com).

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## 2. Eligibility Criteria

2.1. The Program is open to retail, manufacturing and fintech companies operating and registered in North America (including the United States of America).

2.2. Participants must be at least authorized representatives of the company they are applying for.

2.3. Only one entry per company is allowed. Duplicate entries will be disqualified.

2.4. Only companies that meet the criteria for Small and Medium-sized Businesses (SMBs) are eligible to participate. Eligibility shall be determined in accordance with applicable industry or regional standards.

2.5. Participation in the Program is completely free of charge and does not require any purchase or fee.

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## 3. Application Process

3.1. To participate, companies must complete the online survey form in full, providing accurate and truthful information.

3.2. The application form will include details such as the participant's full name, company email address, industry, and business needs related to the Salesforce solution.

3.3. All submissions must be received by 04/30/2025 Eastern Time (ET). Late entries will not be considered.

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## 4. Selection Process

4.1. All submitted applications will be carefully reviewed by VRP Consulting's team based on the following criteria:

- The clarity of the company's Salesforce needs and objectives.
- The potential impact of Salesforce implementation on the company's operations.
- Technical readiness for implementation.
- The company will provide clear information regarding the vision for their system.

4.1.1. If any submitted information is incomplete or ambiguous, VRP Consulting reserves the right to request further clarification from the participant.

4.2. The decision will be made at the sole discretion of VRP Consulting, and all decisions are final and not subject to review or appeal.

4.3. Selection process: The selection process will consist of the following stages:

- Verification of the completeness and accuracy of submitted applications.
- Evaluation based on predefined criteria such as the clarity of Salesforce needs, potential business impact, technical readiness, and vision for the system.
- Final selection by VRP Consulting's evaluation committee.

4.4. Applications will be reviewed by a dedicated team of VRP Consulting experts, including Salesforce consultants and implementation specialists.

4.5. Applications will be evaluated using the following criteria and weightings:

- Clarity of Salesforce needs: 40%
- The potential business impact of Salesforce implementation: 30%
- Technical readiness: 20%
- Vision for the system: 10%

4.6. VRP Consulting reserves the right not to provide detailed feedback on applications that are not selected.

4.7. VRP Consulting will internally document the evaluation process, including scoring and decision-making criteria, to ensure consistency and accountability. While the results of the evaluation will not be shared externally, this documentation will provide an audit trail for internal use.

4.8. VRP Consulting reserves the right to publicly announce the winner of the Program. This may include the company's name, logo, and general information about the implementation project. By participating in the Program, applicants consent to such use for promotional purposes, including case studies, testimonials, and marketing materials.

4.9. The survey questions align with the selection criteria.

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## 5. Prize Details

5.1. The winning company will receive a free implementation and configuration of Salesforce tailored to their business needs.

5.2. The scope of the free implementation includes:

- Initial setup and configuration of Salesforce.
- Basic customization based on the company's requirements as outlined in their survey responses.
- A maximum of two simple automations performing basic data operations or sending notifications or emails.
- Data import for up to three objects: Account, Contact, and Opportunity.
- Creation of users with appropriate profiles.
- One email template for notifications
- Limited training for the company's team to ensure effective use of the system.

5.3. The free implementation does not include ongoing support, additional custom development, complex automation, third-party integrations, AppExchange product installation or costs associated with Salesforce licenses or subscriptions.

5.4. The implementation will focus on enabling basic Sales Cloud functionality to meet the following objectives:

- Streamlined lead management.
- Improved opportunity tracking and forecasting.
- Enhanced sales pipeline visibility through dashboards and reports.

5.5. VRP Consulting will provide a 2-hour virtual training session for up to 5 users, covering:

- Navigating Salesforce.
- Managing leads, opportunities, and accounts.
- Running basic reports and dashboards.
- Understanding the implemented automation.

5.6. Participants may request additional services outside the scope of the free implementation at standard VRP Consulting rates. This includes advanced customization, third-party integrations, or additional training sessions.

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## **6. Participant Responsibilities**

6.1. The selected company must provide timely access to necessary information, data, and team members to facilitate the implementation process.

6.2. The company agrees to actively participate in the implementation process, including attending training sessions and providing feedback.

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## **7. Marketing and Publicity**

7.1. By entering the Program, participants agree that VRP Consulting may use their company name, logo, and general information about the implementation for marketing and promotional purposes.

7.2. The selected company will be requested to participate in a case study, testimonial about their experience with the implementation and creation of other marketing materials.

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## **8. Privacy and Data Protection**

8.1. All personal and business data collected through the survey will be handled in compliance with applicable data protection laws.

8.2. Information will only be used for the purpose of evaluating and selecting participants for the Program.

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## **9. Disqualification**

9.1. VRP Consulting reserves the right to disqualify any participant if:

- False or misleading information is provided in the application form.
- The participant does not cooperate during the implementation process.
- Failure to adhere to the agreed project timeline or deadlines, including delays caused by the participant in providing required information or access, may result in disqualification
- Participants who fail to actively engage in the implementation process, such as missing scheduled workshops, ignoring communication requests, or not attending training sessions, may be disqualified.
- VRP Consulting reserves the right to disqualify participants if significant organizational changes occur, such as a merger, acquisition, or dissolution, that materially impact the participant's ability to fulfill their obligations during the Program.
- Participants must ensure that their Salesforce organization has active licenses available for use at the start of the implementation project. Failure to provide a Salesforce org with active licenses by the project start date will result in disqualification from the Program.

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## **10. Limitation of Liability**

10.1. VRP Consulting is not liable for any direct, indirect, or consequential damages arising from participation in the Program or the use of Salesforce after the implementation.

10.2. The Program is provided "as-is" with no warranties, express or implied, regarding the outcome or effectiveness of the implementation.

10.3. VRP Consulting shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including but not limited to loss of revenue, profits, or business opportunities, even if such damages arise from the use or inability to use the implemented Salesforce solution.

10.4. Participants acknowledge that they are responsible for:

- Ensuring data accuracy and readiness for import.
- Providing access to necessary resources and information.
- Managing ongoing usage, updates, and customizations of the Salesforce system post-implementation.

10.5 VRP Consulting is not responsible for delays or issues arising from factors beyond its control, including but not limited to:

- System outages or limitations of Salesforce's platform.
- Incomplete or incorrect data provided by the participant.
- Participant's failure to allocate adequate resources or meet agreed deadlines.

10.6 VRP Consulting is not liable for:

- Any modifications made to the Salesforce implementation by the participant or third parties after the completion of the project.
- Errors or issues arising from the participant's use or misconfiguration of the system post-implementation.

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## **11. Acceptance of Terms**

11.1. By submitting the application form, participants acknowledge that they have read, understood, and agreed to these terms and conditions.

11.2. VRP Consulting shall not be held responsible for any delays or inability to fulfill its obligations under the Program due to events beyond its reasonable control, including but not

limited to acts of God, natural disasters, pandemics, governmental restrictions, or technical failures.

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## **12. Intellectual Property**

12.1. All intellectual property rights related to the implementation, including custom configurations and documentation provided by VRP Consulting, remain the property of VRP Consulting. Participants may use these deliverables solely for their internal business purposes.

12.2. Participants agree to grant VRP Consulting a non-exclusive, royalty-free license to use their name, logo, and details of the implementation for promotional purposes.

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## **13. Confidentiality**

13.1. Both parties agree to maintain the confidentiality of any proprietary or sensitive information shared during the course of the Program, except where required by law or with prior written consent.

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## **14. Non-Transferability**

Participation in the Program and any associated benefits are non-transferable and may only be utilized by the company named in the application.

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During the action, the selected client will receive a fully functional system as part of the free implementation, allowing for mid-level data management.

Depending on the cloud being implemented (Sales Cloud), the company will receive the following basic functionality:

- User setup along with a defined user hierarchy.
- The system will be customised to match the client's brand's colour scheme and logo.
- A developed process for managing leads, opportunities, accounts, and contacts.
- 10 custom fields tailored to needs.
- List views with a limit of 2 per object.
- Advanced reporting, including 3 reports and 1 dashboard.
- For NGO clients, elements such as milestones, gift commitment, designation and transaction, relationships, interest tags, and setting up "person" accounts.

## **15. Limitations and technical assumptions (QSI prize)**

- Only clients of the “SMB” (small to medium business) type.
- Implementation will be “Greenfield” only – VRP Consulting will not implement the solution on a previously configured Salesforce environment.
- No integrations with external systems are included in the scope of the Program.
- All data provided for import must be clean and deduplicated; the client is responsible for any necessary data preparation prior to commencement.
- The client is responsible for any data preparation necessary before work can commence..
- Requests for changes to the scope of the implementation made after the project has commenced will not be accommodated.
- Testing is limited to basic functionality; advanced User Acceptance Testing (UAT) or performance testing is the responsibility of the client.
- The implementation will be delivered in English and does not include customizations for local languages or regional compliance (e.g., GDPR settings, country-specific tax configurations).
- The implementation does not include the migration or recreation of legacy system features, workflows, or reports.
- The implementation will use standard Salesforce functionality where possible. Custom code or components will not be created as part of this project.
- The Program does not include the setup of a Salesforce Sandbox environment or the migration of configurations between Sandbox and Production.
- Participants must monitor their Salesforce storage limits, as additional storage is not included in the Program.

## **16. Project Assumptions (QSI prize)**

- The winner will provide the list of the main stakeholders and project managers.
- The winner is responsible for contacting Salesforce and getting a fresh Salesforce org.
- All key stakeholders and decision-makers must be available during critical project milestones to avoid delays.
- Before any discovery workshops, the winner should answer prediscovery questions and read the glossary for a full understanding of the topic (The document will be send only to the selected winner).
- Before the discovery workshops, the winner should gather their internal team and confirm the final shape of the processes which will be implemented during the project.
- The winner should provide VRP Consulting with documentation regarding their processes, structure of their data and charts documenting and explaining the processes in a step-by-step manner (e.g., via Lucidchart).
- Implementation should not require a timeframe significantly longer than 6 weeks.
- The participant must finalize and document all business processes prior to discovery workshops. Any delays in finalizing processes will impact the project timeline.

- Client and VRP will have a communication channel for quick communication (Slack, Microsoft Teams, etc.)
- VRP Consulting will provide a recording of the training for the implemented solution, but it is the participant's responsibility to ensure proper internal knowledge transfer post-implementation.
- The selected participants should provide the data to upload before Training phase of the project.

## **17. Modification of Terms and Conditions**

VRP Consulting reserves the right to change these Terms and Conditions at any time. Any modifications will be promptly published on [T&C link] and communicated to participants via email.

## **Definitions**

- "Program" refers to the Salesforce Implementation Giveaway organized by VRP Consulting.
- "Participant" refers to the company applying to the Program.
- "Implementation" refers to the configuration and setup of Salesforce as detailed in the Prize Details section.