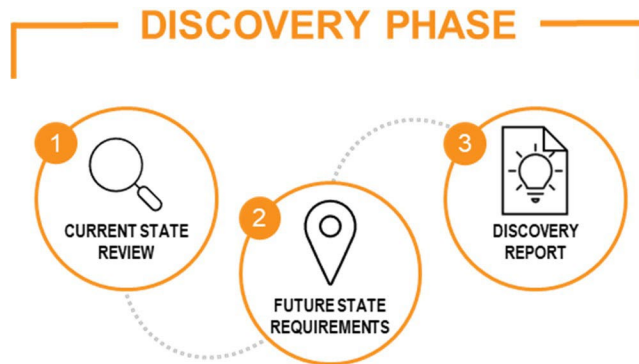


## Exhibit A Scope of Work

The Naviant Methodology consists of multiple phases, Discovery and Build, including multiple steps such as Discovery, Design, Build, Demo, Training, Testing, and Deploy. It is designed to ensure timely and effective delivery of Intelligent Automation solutions that meet our Customers' use case requirements and are aligned with their strategy, vision, and objectives.

## DISCOVERY METHODOLOGY



The Discovery Phase (sometimes referred to as “Discovery”) is generally a relatively short engagement consisting of steps designed to gain a high-level understanding of the project objectives, use cases, future state requirements, and costs. This information is documented in a Discovery Report deliverable to present a common vision of the final project to all stakeholders and also serves both as a financial decision point as well as the primary input into the Build Phase.

### Overall Responsibilities

#### Naviant

- Identify Naviant Discovery Phase Team and commit resources.
- Work with the Customer Project Manager to develop the Discovery Phase Project Plan.
- Prepare the Discovery Phase Agenda and deliver to Customer in advance of the Kickoff Meeting.

#### Customer

- **Identify the Project Sponsor** - The Project Sponsor is the individual that has ultimate authority over the project, is involved in the project, and is the final escalation point for all issues, scope changes, and decisions. The Project Sponsor also provides project funding, approves major deliverables, and provides high-level direction. This person will champion the project with internal and external stakeholders and ensure that the appropriate personnel are made available to execute the project successfully.
- **Identify the Project Lead** - The Project Lead is the individual that is responsible for project management activities including:
  - Working with Naviant’s Project Manager to develop the Discovery Phase Project Plan.
  - Coordinating project activities with the Naviant Project Manager and/or the Lead Naviant Consultant.
  - Ensuring Customer resource availability.
  - Tracking of Customer-assigned tasks.
  - Managing of Customer communication and status reporting.
  - Coordinate logistics for Naviant and other non-Customer team members (meeting rooms,

- remote access, etc.).
- Create all Customer required documentation and ensure timely internal signoffs.
- Commit and confirm that Project Team resources (Project Sponsor, Project Lead, Subject Matter Experts (SMEs), IT resources) will be available as needed for project sessions and activities.
- Secure meeting rooms for all onsite Discovery Phase activities. Meeting rooms should be large enough for all onsite attendees and include the following:
  - Available telecommunications equipment as needed for remote attendees.
  - A projector or television monitor.
  - A whiteboard that may be used in addition to any projection equipment.

## **Discovery Phase**

### **Pre-Engagement Questionnaire**

Prior to the Project Kickoff Meeting, Naviant may provide Customer with a Pre-Engagement Questionnaire. This questionnaire may be used to establish an understanding of the current work environment prior to onsite sessions and may include the following areas of focus:

- Processes & Procedures
- Business Challenges & Risks
- Key Process Measures & Metrics
- Relevant Organizational Charts
- User Population & Distribution
- IT Infrastructure
- Test Environment Requirements
- Other, TBD

*Note: The Pre-Engagement Questionnaire is only used for certain projects. The Naviant Project Manager will advise if a questionnaire is required.*

### **Pre-Engagement Questionnaire Responsibilities (if utilized)**

#### **Naviant**

- Prepare and provide the questionnaire to the Customer.
- Review completed questionnaire in advance of the Kickoff Meeting.

#### **Customer**

- Assign responsibility, complete the questionnaire, and return to Naviant prior to the Kickoff Meeting.

### **Discovery Phase Kickoff Meeting**

A formal Discovery Phase Kickoff Meeting will be held and usually takes anywhere between thirty (30) minutes to two (2) hours, depending on the project complexity. The topics for the meeting may vary but typically include the following:

- Project Team Member Introductions & Roles
- Review of the Statement of Work
- Confirmation of Project Objectives & Timelines
- Communication Planning
- Discovery Phase Logistics

### **Discovery Phase Kickoff Meeting Responsibilities**

#### **Naviant**

- Ensure that relevant Naviant team members attend the Kickoff Meeting.
- Facilitate the meeting.

## **Customer**

- Ensure that the Project Sponsor, Project Lead, and all other relevant Customer Project Team Members attend the Kickoff Meeting.

## **Use Case Review**

In order to design a Future State solution based on each Customer's needs and objectives, it is necessary to gain an understanding of the current scoped processes, designated use cases and future state requirements. This is accomplished through a series of working sessions with various Subject Matter Experts (SMEs) including process owners and knowledge workers. Various techniques may be utilized to gather information including verbal descriptions, Customer-generated documentation, and/or live walk-throughs. Information systems' architecture/infrastructure will also be collected in this step, as appropriate.

### Use Case Review Responsibilities

#### **Naviant**

- Review any process documentation prepared and/or submitted by Customer in advance of the engagement activities.
- Facilitate the Current Use Case Review session(s).
- Capture relevant Current Use Case details for inclusion in the report.

#### **Customer**

- Provide relevant current Use Case process documentation.
- Assign appropriate SMEs to attend and present relevant current Use Case information.
- Discuss future state use case requirements.
- Be prepared to discuss any business challenges and opportunities for consideration.

## **Discovery Report**

The final step of the Discovery Phase is the creation, delivery, review, and finalization of the Discovery Report. A draft of the report will be delivered to the Customer in PDF format. After an appropriate review period, a review meeting will be conducted (normally via remote web conference) to review any Customer feedback and/or questions. Naviant will then update the report with any required changes and deliver a final copy of the Discovery Report to the Customer.

While the content may vary based on the project scope and requirements, a typical Discovery Report may include the following:

- An overview of the project, scope, and Discovery Phase participants.
- A summary of the Current State information relevant to the Future State solution.
- A high-level Future State Solution Roadmap containing the defined Use Cases as well as any requirements gathered during the Discovery Phase.
- A list of the software/modules required for the Future State solution.
- Estimated project pricing including professional services and any required software.
- A Work Breakdown Structure (WBS) to identify the high-level tasks required to successfully implement the project, as applicable.

### Discovery Report Responsibilities

#### **Naviant**

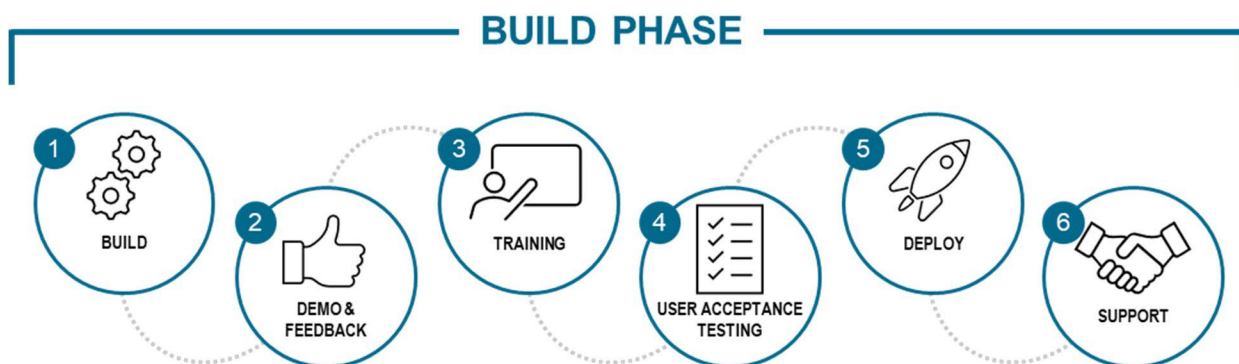
- Create and deliver to Customer a draft copy of the Discovery Report.
- Work with Customer to schedule the Discovery Report Review Meeting.
- Facilitate the Discovery Phase Report Review Meeting.
- Update the Discovery Report as appropriate based on the outcomes of the Report Review Meeting.
- Deliver a final copy of the Discovery Report.

## Customer

- Work with Naviant to schedule the Report Review Meeting.
- Review the draft copy of the Report and be prepared to discuss any questions/feedback in the Report Review Meeting.
- Sign-off on the Discovery Report.

Delivery of the final copy of the Discovery Report by Naviant to the Customer marks the formal end of the Discovery Phase.

## BUILD METHODOLOGY



The Naviant Methodology consists of six (6) steps with multiple iterations of design, configuration, and feedback. This iterative model provides the stakeholders an understanding of the project deliverables and gives them an opportunity to provide feedback and request changes prior to User Acceptance Testing.

### Overall Build Phase Responsibilities

#### Naviant

- Assign the Naviant Project Manager serving as the primary Customer contact with responsibilities:
  - Overall project management and execution.
  - Managing project budget, tasks, issues, and risks.
  - Coordinating meetings and status reports with Customer Project Lead.
  - Managing Naviant resources and schedules.
- Identify Naviant Design/Build Phase Team and commit resources.
- Work with Customer Project Manager to develop the Project Plan.
- Prepare the agenda(s) and deliver to Customer in advance of the Meetings.

#### Customer

- **Identify the Project Sponsor** - The Project Sponsor is the individual that has ultimate authority over the project, is involved in the project, and is the final escalation point for all issues, scope changes, and decisions. The Project Sponsor also provides project funding, approves major deliverables, and provides high-level direction. This person will champion the project with internal and external stakeholders and ensure that the appropriate personnel are made available to execute the project successfully.
- **Identify the Project Lead** - The Project Lead is the individual that is responsible for project management activities including:
  - Working with Naviant Project Manager to develop Project Plan.
  - Coordinating project activities with the Naviant Project Manager and/or the Lead Naviant Consultant.
  - Ensuring Customer resource availability.

- Tracking of Customer-assigned tasks.
- Managing Customer communication and status reporting.
- Coordinate logistics for Naviant and other non-Customer team members (meeting rooms, remote access, etc.).
- Create all Customer required documentation and ensure timely internal signoffs.
- Commit and confirm that Project Team resources (Project Sponsor, Project Lead, Subject Matter Experts (SMEs), IT resources) will be available as needed for project sessions and activities.
- **Identify the Project Champion** - The Project Champion is an advocate for the project that has direct lines of communication to the Project Sponsor and/or key stakeholders. This position provides oversight on the project by removing blockers and ensuring the Customer is able to take overall ownership of the solution. This resource would know the decisions made during the JAD sessions and would stay engaged during the entire project.
- **Identify the Integration Lead** - As needed, projects with multiple integrations benefit from a dedicated coordinator who manages development, unit testing and support during the project lifecycle.
- As part of the planning and initiative, review the Naviant Roles and Responsibility Matrix and identify additional lead roles as appropriate.
  - Testing Lead
  - Training Lead
  - Infrastructure Lead (network and workstation)
- Verify compliance with minimum server specifications for Development/Test Environments (if required) and Production Environment.
- Secure meeting rooms for all onsite Discovery and Build Phase activities as applicable. Meeting rooms should be large enough for all onsite attendees and include the following:
  - Telecommunications equipment for remote attendees as needed.
  - A projector or television monitor.
  - A whiteboard that may be used in addition to any projection equipment.

#### Kickoff Meeting

A formal Kickoff Meeting will be held and usually takes anywhere between thirty (30) minutes to two (2) hours, depending on the project complexity. The topics for the meeting may vary but typically include the following:

- Project Team Member Introductions & Roles
- Review of the Statement of Work
- Review of the Discovery Report, as appropriate
- Confirmation of Project Objectives & Timelines
- Communication Planning
- Build Phase Logistics

#### Kickoff Meeting Responsibilities

##### Naviant

- Ensure relevant Naviant team members attend the Kickoff Meeting.
- Facilitate the meeting.

##### Customer

- Ensure the Project Sponsor, Project Lead, and all other relevant Customer Project Team Members attend the Kickoff Meeting.

#### Design

Solution Design is accomplished initially through an internal Naviant design meeting with the relevant internal members of the project team. This could include the Business Analyst, Consultant, Architect(s), Project Manager and Chief Architect. Additional meetings with customer's Project Sponsor, Project Lead, Subject Matter Experts, Process Managers, IT Resources, and/or other resources may be scheduled to finalize the solution design.

Similar to Use Case definitions held in the Discovery Phase, the Build Phase Use Case sessions will focus on defining and documenting all remaining use case and requirements details.

#### Primary Objectives

1. Finalizing the complete list of Use Cases (both Primary and Alternate) included in the solution scope for the current Iteration.
2. Finalizing and capturing all detailed and necessary requirements included in the solution scope for the current Iteration.
3. Creating and/or updating the Design Specifications.

#### Future Use Case Solution Design Responsibilities

##### **Naviant**

- Facilitate the Future Use Case Solution Design session(s).
- Capture identified Future State Use Cases, Requirements, Risks, Action Items, and other notes during the session(s).
- Create and/or update the Design Specifications.

##### **Customer**

- Ensure appropriate Customer resources are available to participate in the session(s) with minimal interruptions.
- Ensure that Customer attendees individually or collectively have Future State decision making authority.
- Provide any additional information/documentation as requested/required for Future State needs.

#### **Build & Demonstrate**

The Discovery Report is used as input to architect and complete the technical design of the solution, as well as complete any configuration, development, and unit testing within scope for the current Iteration. Naviant will facilitate a demonstration of each of the defined use cases as they are finished. A final end-to-end demonstration of the complete solution will be scheduled when all use cases have been configured within the scope of the project. The demonstration will allow the Customer to provide feedback and suggest changes to the configured solution. This session is critical to ensure that stakeholders have a thorough understanding of the solution as well as an opportunity to provide feedback and request changes prior to User Acceptance Testing. Activities in this step are typically completed remote; however, resources may need to be onsite at Naviant's discretion.

#### Build & Demonstrate Responsibilities

##### **Naviant**

- Architect and complete the technical design of the solution based on the Discovery Report.
- Configure, develop, and unit test solution components in scope for the current Iteration.
- Prepare the demonstration script.
- Prepare the non-production environment for the demonstration.
- Facilitate the demonstration and Feedback Session.
- Capture any outcomes and update the Discovery Report as appropriate.

##### **Customer**

- Verify that basic equipment needs for deployment into Customer's environment (development, test, and production) have been provided to Naviant (database server, file server with ample storage, web server if applicable, security, network's ability to handle incoming traffic, Customer machines, etc.).
- Ensure that Naviant has remote access to the Customer development, test, and production environments, as appropriate.
- Ensure that SMEs are available to answer questions in a timely manner.
- Conduct, coordinate, and unit test any additional development efforts not being conducted by Naviant.

- This may include integrations.
- Ensure that all appropriate Customer resources attend and participate in the demonstration and Feedback Session.

## **Training**

Naviant utilizes a train-the-trainer methodology to facilitate end user training. Once the Customer has identified the lead trainer and lead testers that will participate in the training session, Naviant will align expectations regarding the training materials and the audience for the train-the-trainer sessions. Prior to the scheduled training sessions, Naviant will provide training documentation for the defined use cases in addition to documentation created specifically for the Customer. Naviant will then lead a training session with the customer's pre-identified team. This session will provide the Customer with hands-on experience working through specific use cases and the opportunity to leverage training materials and ask questions. The training documentation can then be adapted and used by the Customer to train their end-users.

Prior to the training, an environment strategy should be finalized. Typically, multiple environments are utilized prior to production to allow for testing and training activities.

### **Training Responsibilities**

#### **Naviant**

- Prepare training materials for Customer lead trainers and testers.
- Conduct train-the-trainer session for Customer lead trainers and testers to Kickoff testing.

#### **Customer**

- Ensure that all appropriate Customer resources attend and participate in the demonstration and Feedback Session.
- Complete any follow-ups and/or action items that come out of the session in a timely manner.
- Define participants (Customer lead trainers and testers) for Naviant-led train-the-trainer sessions.
- Customer will be responsible for end-user training after User Acceptance Testing.
- Customer will be responsible for the review, update, and distribution of training documentation.

## **User Acceptance Testing**

User Acceptance Testing (UAT) is the responsibility of the Customer. During UAT, the Customer will fully test the system using defined Test Scripts with the objective of accepting the solution as ready for production implementation. Naviant and Customer will work together to facilitate testing and address any open issues.

Customer training for end-users will take place towards the end of this step. The Customer is responsible for delivering end-user training to their staff. The Customer is also responsible for updating and distributing training documentation provided by Naviant during the Demo, Feedback & Training for actual use within their environment during training.

### **User Acceptance Testing Responsibilities**

#### **Naviant**

- Work with Customer to establish a Test Plan based on the use case Discovery.
- Work with Customer to establish Issue Management Plan including:
  - Method of tracking and reporting on issues.
  - Establish agreed-upon timeline and method to track progress for Customer questions and issues.
- Resolve issues identified as needing resolution prior to production implementation.

#### **Customer**

- Assign test team members.
- Develop a Test Plan to ensure proper end-to-end testing of the solution.
- Work with Naviant to:
  - Determine method of tracking and reporting on issues.



- Establish an agreed-upon timeline and method to track progress.
- Complete Quality Assurance and User Acceptance Testing (UAT) activities in a timely fashion and within the agreed-to timeline as indicated in the Project Plan.
- Report and document any issues found during testing.
- Work with Naviant to review issues and determine resolution.
- Provide solution acceptance (sign-off) indicating readiness for production.
- Customer will be responsible for end-user training prior to starting Deploy (production go-live).
- Customer will be responsible for review, update, and distribution of training documentation from Demo, Feedback & Training.
- Customer will be responsible for reviewing Appendix B Training Resources for additional training opportunities.

*Note: Issues are an inevitable part of implementing any solution, and typically, not all issues must be resolved before solution acceptance. Naviant and Customer will work together to review, categorize, and prioritize all issues to determine those that must be fixed before production vs. those that can be resolved in the future.*

## **Deploy**

Production deployment encompasses the activities to deploy the solution and make it production-ready before go-live. Activities in this step include defining and executing a production migration plan, ensuring desktop software is deployed on end-user workstations, and basic testing in the production environment to confirm that the migration was successful, and that the solution is fully functional.

### **Deployment Responsibilities**

#### **Naviant**

- Work with Customer to create and review the Deploy go-live plan.
- Migrate the solution from the previous environment into production.
- Work with Customer to validate production environment functionality.

#### **Customer**

- Work with Naviant to create and approve the Deploy go-live plan.
- Ensure desktop software is deployed to all end-user workstations.
- Work with Naviant to validate production environment functionality.
- Coordinate the migration of any development not delivered by Naviant.

### **Production Go-Live**

Production go-live is the point during which the solution is first utilized in a production capacity. The Naviant Project Team will provide a period of Go-Live Support during this phase. Naviant Go-Live Support is the stabilization period right before and immediately after project Go-Live which focuses on customer support, best practices, and system availability. The Naviant project team will provide technical and process support to the Customer's Go-Live project team. The team will leverage business process management best practices and technical knowledge and experience from the Naviant deployment and support teams to answer all questions and resolve all issues in a timely and effective manner. Go-Live Support will aid the Customer's project team in technical issue resolution and system use.

Naviant and the Customer will work together to determine the best method for Go-Live, including the following considerations:

- Stages/phases of rollout (i.e. whether the entire solution Go-Live at one time, or implemented over time by process, user group, etc.).
- How in-process work/transactions will be managed (i.e. converted into the new solution or completed via the old process/solution).

### **Production Go-Live Responsibilities**



### **Naviant**

- Provide Go-Live support.

### **Customer**

- Ensure that personnel are trained and ready to use the new solution.
- Execute any procedures to manage work-in-process (if Customer-responsibility).

### **Support**

#### PPMA Responsibilities

Post Production Maintenance Assistance (“PPMA”) affords dedicated project hours that may be utilized to provide process enhancement and design changes that are requested by the Customer after Go-Live. Naviant will provide process, development and technical support to the Customer’s project team. The overall objective of PPMA is to work with each Customer, onsite or remote as applicable, to provide an opportunity for continuous process improvement and to ensure that the solution will be utilized efficiently.

#### PPMA Responsibilities

### **Naviant**

- Assign Project Team resources to work with Customer on any enhancements and design changes needed for effective use of the solution.

### **Customer**

- Execute and utilize the full scope of the solution as timely as possible.
- Provide feedback on the solution to Naviant, including aspects that may need enhancement during the PPMA period.

### Closure & Support

Once the production environment is fully functional and stabilized, closure activities will occur, including the transition of the solution from the Project Team to the Naviant Support Team.

The Support Phase begins with a Support Kickoff Meeting facilitated by Naviant’s Customer Support Engineer (“CSE”) Team to review how Customer would engage Naviant for support-related issues. CSE will review the different methods for contacting CSE, support programs, review authorized support contacts approved by Customer, share issue tracking methodology, training, and learning opportunities.

#### Closure & Support Responsibilities

### **Naviant**

- Project Team conduct a handoff meeting with the Support Team to review the overall solution and ensure support readiness.
- Conduct the Support Kickoff Meeting.

### **Customer**

- Provide final sign-off and solution acceptance, indicating readiness for the transition to support.
- Define and provide list of staff authorized to contact Naviant CSE for support (Authorized Support Contacts).
- Participate in the Support Kickoff Meeting.

## **OBLIGATIONS**

The following are key assumptions that impact the success of the solution, and are applicable for all Project Areas within this proposal:

1. Naviant's project implementation methodology will be executed by the project resources.
2. Services will be provided both onsite at one (1) End User location and remotely from Naviant offices.
3. To maintain anticipated timeframes, Customer will review deliverables in accordance with the agreed upon plan. Failure to respond where needed within the designated timelines may result in project delays, loss of resources, and the execution of a Change Order Authorization.
4. Naviant and Customer will review remaining work effort throughout the project. If at any time the number of hours required to complete a project phase exceeds the number of hours estimated by the project teams for that phase, then Naviant will execute a Change Order Authorization.
5. Customer will provide appropriate access to facilities and office space for all onsite or remote work. This includes, but is not limited to, work desks, networked computers, team meeting rooms, conference phones, whiteboards, the internet and VPN connection as dictated by Customer's reasonable security measures.
6. Customer will provide Subject Matter Experts (SMEs) who are thoroughly knowledgeable about the current business practices in their respective areas and who are capable of performing their assigned project roles.
7. Customer will make commercially reasonable efforts to maintain consistent project resources throughout the project.
8. Each deliverable created will use Naviant's standard deliverable templates. Customer requested changes to the deliverable template may increase project costs or introduce timeline delays.
9. Customer will include third-party vendors or subject matter/technical experts as required and at Customer's sole expense.
10. Customer will assign a Project Sponsor, who will be actively involved in the project and is the final escalation point for all issues and decisions. The project sponsor will also ensure that the appropriate personnel are made available to execute the project successfully.
11. Each project is intended to be implemented in a specified timeframe. Scheduling delays that impact the project timeline will result in changes to project cost.
12. While onsite, the Naviant personnel will work during normal operating hours generally between 8:00 AM and 5:00 PM, Monday through Friday in the Customer's local time zone. When providing remote services, Naviant and Customer will discuss generally acceptable working hours and take into consideration time zone differences. Issues deemed as non-critical will only be addressed during normal business hours.
13. The installation of this solution may require assistance from the Customer's IT staff to obtain access to the servers and network devices the solution may reside on; and thus, it is required that the Customer schedule their IT resource to be available within 30 minutes of Naviant being scheduled for installation. If Naviant personnel need to wait for longer than 30 minutes for an IT resource to be available for assistance with the installation, the Customer will be charged in ¼ hour increments at the prevailing rate for the time lost. The installation of this solution may require Naviant to obtain access to the servers and network devices the solution may reside on. Customer will be responsible for additional equipment cabling, except as specifically set forth to be provided by Naviant. In the event Customer will be required to provide specific additional equipment prior to installation, it is the responsibility of Customer to provide the necessary versions of network OS, server software, database, hardware, browsers, and desktop OS to work with the proposed solutions prior to the scheduled Project milestone or task requiring additional equipment, or costs may be incurred by the Customer. Customer will be responsible for the actual results with hardware operations (including among other aspects, network, server or scanner speeds; personnel requirements; and costs) and results may vary from those indicated due to overall network environment, volume estimates, personnel and other factors.

## **Change Orders**

A Statement of Work ("SOW") will be prepared in accordance with Naviant's understanding of Customer requirements and the "Project Scope" based on the information provided by Customer to Naviant at this time. Although Naviant makes reasonable attempts to provide accurate estimates, estimates may change as further details of the solution are identified and the final Solution Design is developed. In the event that additional products and/or services beyond those outlined in this SOW are required, a "Change Order Authorization" will

be generated outlining the details, as well as time and cost estimates, of the modifications to this SOW. A Change Order Authorization must be authorized, approved, and executed by Naviant and Customer in order for the modifications to be incorporated into the SOW.

In order to ensure that assignments are carried out in a timely manner so as not to impact the project schedule, Customer is responsible for directing the work assigned to its staff and 3<sup>rd</sup> party service providers. In the event that the SOW project schedule is delayed or needs to be extended due to a failure of Customer's staff and/or 3<sup>rd</sup> party service providers to complete assigned work in a timely manner, Naviant shall be entitled to an extension of time and/or cost impact as set forth in a Change Order Authorization.

## PROJECT PRICING

Professional Services			
Description	Days Low	Days High	Total
Discovery or Build Phase			\$
<b>Subtotal</b>			\$

- Professional services are incurred on a Fixed Fee basis and will use milestone billing. Related expenses (mileage, transportation, lodging, meals, etc.) will be billed on a monthly basis at the actual cost incurred. Professional services will be invoiced based on the following milestones:
  - 50% will be invoiced upon receipt of Customer-executed SOW, and if applicable Customer-required Purchase Order.
  - 50% will be invoiced upon the earlier of 30 days after project Go-Live (move to production) or completion of the project deliverables.
- Professional services will be billed on a monthly basis. Travel time will be billed to customer at the rate of \$110 per hour. Related expenses (mileage, transportation, lodging, meals, etc.) will be billed on a monthly basis at the actual cost incurred.
- Please note, subtotals do not include applicable sales tax. If applicable, sales tax will be assessed during the course of the project and/or on the final invoice.

## SIGNATURE PAGE

CUSTOMER NAME  
[CUSTOMER]

PROJECT CONTACT Click or tap here to enter text.	
BILLING ADDRESS (only required for New Customers)	SHIPPING ADDRESS
ATTENTION	ATTENTION
SPECIAL INSTRUCTIONS	
PURCHASE ORDER (PO) REQUIREMENT Is a PO Required by Customer? <input type="checkbox"/> Yes <input type="checkbox"/> No Purchase Order #	

This Agreement is entered into pursuant to and incorporates the foregoing, including Appendices, Exhibits and Schedules, if any, and the Master Terms & Conditions ("Terms") dated September 4, 2025. This Agreement represents the final description and scope of the Agreement between the parties. Any previous drafts of this Agreement or previous documents used to evaluate this project are not part of this Agreement. Naviant will not be obligated to accept any agreement which has not been signed and returned by Customer to Naviant within thirty (30) days from the date on this Agreement.

This Agreement has been prepared in accordance with Naviant's understanding of Customer requirements based on the information provided by Customer to Naviant. Therefore, it is understood and agreed that any additional software, professional services, and maintenance requests above and beyond the original scope of this Agreement will be billed in addition to those listed in this Agreement.

If a PO is required, the PO number must be inserted above upon Customer's execution of this Agreement. Any terms and conditions appearing in any PO shall have no effect unless agreed to in writing by both parties hereof.

**Upon signed acceptance, please return the entire document to "Attention: Naviant Sales Support" via email or fax at [purchasing@naviant.com](mailto:purchasing@naviant.com) or 608-848-0901. Acceptance creates a binding contract.**

CUSTOMER	NAVIANT, LLC
NAME:	NAME:
TITLE:	TITLE:
SIGNATURE:	SIGNATURE:
DATE:	DATE: