



Project & Engineering Specialists - Schedule PROF-5

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Service Summary

Service Provider shall provide access to Project & Engineering Specialists (“Specialists”) for the planning, design, and execution of technology initiatives outside the scope of day-to-day Helpdesk or Unlimited Support services. Specialists include senior engineers, architects, and technical consultants available to deliver complex solutions on a scoped, project basis. This Schedule establishes access to such resources and defines the boundaries between subscription-based support and separately quoted project work.

Scope of Services

- Design and implementation of infrastructure, cloud, and security solutions.
- System upgrades, migrations, and deployments.
- Compliance-driven remediation initiatives.
- Integration of third-party platforms or line-of-business applications.
- Architecture consulting and strategic engineering support.
- Documentation, testing, and knowledge transfer at project completion.

Exclusions

- Unlimited Support, Helpdesk, or day-to-day remediation does not include project work.
- Projects are not delivered as part of subscription services and require a separate scope, quote, and written Client approval.
- Remediation of legacy or unsupported systems unless expressly included in the project scope.
- Any guarantee of business outcomes, certifications, or third-party approvals.

Client Responsibilities

- Review and approve all project scopes and associated quotes prior to commencement.
- Provide timely access to systems, facilities, and personnel necessary for project execution.
- Designate a project sponsor or primary contact with decision-making authority.
- Complete Client-side tasks, dependencies, or approvals in accordance with project timelines.

General Terms

- All project and engineering services are scoped and billed separately from subscription services, in accordance with the Payment Terms of the Master Service Agreement.
- Fees for project work are based on agreed quotes and are not covered under Unlimited Support or Helpdesk services.
- Project timelines, deliverables, and assumptions will be defined in the project scope and may be adjusted if dependencies outside Service Provider’s control impact delivery.
- Service Provider disclaims liability for business outcomes or third-party dependencies related to project work.