

## Exhibit A - Professional Services Description

### Professional Services – Decision Master Warehouse, TPA Implementation

- I. Overview.** This service agreement includes services for the Customer's initial implementation of the product. Additional components, not listed here, require additional services.
- II. Zywave Team.** The Zywave Team assigned to perform the Professional Services described in the agreement will include a Project Manager, Implementation Consultant, Product Trainer, and Data Analysts.
- III. Duration.** Minimum 12 weeks from Project Start Date based on Customer responsiveness and availability.
- IV. Inclusions.** The following services will be provided as part of this agreement.
- a. Initial Setup:**
    - i. Submission file creation
    - ii. Creation of Data Automation Process
    - iii. Data load test / project review
    - iv. Historical data loads
    - v. Determine reporting period: monthly, quarterly or annually
  - b. Training:**
    - i. Partner will have access to Zywave University via On Demand curriculum offerings.
- V. Exclusions.** The following activities are not included in this Agreement and, if applicable, require an additional service agreement:
- a.** Additional live project runs (additional projects may be submitted during the implementation project, and will be billed per the applicable product schedule)
  - b.** One to one or customized training
  - c.** One to one or customized client training
  - d.** On-site training at physical location
- I. Expiration.** All Professional Services are subject to the Zywave Cancellation Policy available at <https://www.zywave.com/training-cancellation-policy>. Any unused Professional Services Fees will expire 6 months from date of purchase. Any Professional Services performed following such expiration will require an additional Professional Services Fee at Zywave's then-current rates.
- II. Billing.** The Professional Services Fee is due upon execution of this Agreement.
- Zywave will bill Customer for reasonable and actual travel, living expenses (if applicable) and related incidental expenses incurred by Zywave's personnel in rendering the Services.