

Exhibit A - Professional Services Description

Professional Services – HRconnection

- 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.** HRconnection site may be available in Production 8 weeks from Initial Effective Date dependent upon customer engagement. Timeline may correspond with partner's Current or Future Plan Year via Open Enrollment. Pre-Production site build may be available 6 weeks after Project Start Date.
- IV. Inclusions.** The following services will be provided as part of this agreement.
- a. Initial Setup:**
 - i. Internal user login setup
 - b. Training:**
 - i. Partner will have access to Zywave University via On Demand and Group Instructor Led curriculum offerings for site administrators.
 - ii. Unbranded prospecting video available in Zywave University.
 - c. Consulting:**
 - i. One client site setup for maximum of 500 employees, 5 benefit classes/employee groups, 12 plans including corresponding rate and benefit tables, and up to 5 custom pages.
 - ii. Logo setup and custom branding to include up to two custom colors
 - iii. One-time conversion and import of Production data for current employee/dependent census and benefit elections.
 - iv. One (1) client demo via webinar for up to 100 attendees
- V. Exclusions.** The following activities are not included in this Agreement and, if applicable, require an additional service agreement:
- a.** Additional client site setup including but not limited to historical elections, prorated vacation import, family/contacts data load, etc.
 - b.** One to one or customized Partner Client consulting, and/or training
 - c.** Creation of custom forms or templates
 - d.** Custom page creation exceeding 5
 - e.** Custom report creation
 - f.** On-site training at physical location
 - g.** Branded or custom prospecting video
 - h.** Data entry for plan documentation creation
- VI. 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.
- VI. 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.