CAVALLO

Professional Services Engagement Requirements

Our services, fees and work schedule are based upon the following assumptions, acknowledgements, representations and understandings with you:

- Client will designate an employee or employees within its senior management who will make or obtain all management decisions with respect to this Service Engagement on a timely basis.
- Client will ensure that we have access to key people, facilities and data, and that all levels of your employees and contractors will cooperate fully, and in a timely manner with us.
- We will also let you know where we feel we are not getting the appropriate cooperation or direction and advise you of any other issues related to this engagement. The success of this engagement is dependent upon full openness, communications, cooperation and timely direction.
- Client will evaluate the adequacy and results of services and will let us know immediately of any problems or issues you perceive in our personnel, services or deliverables.
- Client will provide necessary remote access, including the needed domain admin access for setup as needed.
- Client will provide an adequate test database for configuration and testing.
- Client agrees to complete all necessary User Acceptance Testing independently, and in a timely fashion.
- Client will make key users available for training as needed.

The fulfillment and confirmation of these responsibilities, acknowledgements and representations are critical to the success of this engagement. The successful delivery of our Services, and the Fees charged, are also dependent on your timely and effective completion of your responsibilities, the accuracy and completeness of the assumptions, and timely decisions and approvals by your management. You will be responsible for any delays, additional costs or other liabilities caused by or associated with any deficiencies in the assumptions or in carrying out your responsibilities. Note the above are in addition to any other requirements outlined in other agreements and/or identified in the signed quote.