

Project Scope Agreement (1/2)

Vaco, LLC, by this agreement, accepts the assignment to provide project consulting services for [REDACTED] [REDACTED] Brentwood, TN, now known as Client, which hereby enters into this agreement with Vaco, LLC upon the following terms and conditions:

Scope:

Vaco will provide a full scale analysis & documentation of existing IT processes, current change control processes, business user requirements, as well as a full-scale assessment of current IT data flow models surrounding the CCDB (centralized contract database). This assessment is designed to highlight both the strengths and weaknesses in the current operating model and offer insight to potential problems and solutions in the existing model. Once this assessment has been completed, Vaco Technology will discuss the results with key employees of [REDACTED] [REDACTED] in order to effectively design a proper change control solution, as well as provide improved workflow designs for an improved data centralization process. The result of the assessment will provide the tools necessary to create a proper centralized database with SME-influenced change control, as well as provide the blueprint for scalable deployment of a multi-faceted, synced, core-system infrastructure.

Timeline:

Project consulting services should be completed within an estimated 8 week (320 billable hours) timeframe based on the availability and start date of our consultant(s). Our estimated fees and schedule of performance are based upon, among other things, our preliminary understanding of the Client's system of internal controls and the representations that Client personnel have made to us, and are dependent upon Client's personnel providing appropriate levels of assistance. Should our assumptions with respect to these matters be incorrect or should the condition of the records, degree of cooperation, or other matters beyond our reasonable control require additional commitments by us beyond those upon which our estimated fees are based, we may adjust our fees and planned completion dates and will notify you accordingly before additional time and fees are incurred.

Deliverables (& estimated project expectations that Vaco will perform during project scope):

- 1.) Vaco's team will meet with applicable SME's (primarily Dee Dee Cobb, but others as needed) to determine Client's existing desired lead and loan workflow.
 - a. Vaco's team will guide the conversations to help Client's team members walk through the complete process from start to finish
 - b. Vaco's team will deliver a functional flow chart of those processes that can be used to compare to our current system design
 - i. This flow chart will be designed such that it can be shared and modified in a way that can be tracked so that new / updated workflows can be easily identified.
 - ii. This flow chart will also include the matching rules as defined below in #2.
- 2.) Vaco's team will meet with applicable SME's (primarily Dee Dee Cobb, but others as needed) to determine Client's existing desired matching rules.
 - a. This will be done in conjunction with the meetings that are determining lead and loan workflow as they are dependent on each other.
 - b. Vaco's team will develop these matching rules into the flow charts for #1 above.
- 3.) An analysis will be done between Client provided documentation on the Corporate Contact Database and the documentation your team produces from your meetings.
 - a. This will be presented in an manner to highlight the differences between what is happening in the CCDB versus what should be happening as part of our desired workflows.