



PRAIRIE VIEW
A&M UNIVERSITY

March 28, 2025

Contract Number: PVAMUP00002



LICENSE AGREEMENT

BETWEEN PRAIRIE VIEW A&M UNIVERSITY ("CLIENT") AND TEAMDYNAMIX SOLUTIONS LLC

ISSUED UNDER:

Texas A&M University Contract Number: TAMP00004

BETWEEN TEXAS A&M UNIVERSITY

AND

TEAMDYNAMIX SOLUTIONS LLC ("TEAMDYNAMIX")

This License Agreement (this "Agreement") is made and entered into as of April 21, 2025 (the "Effective Date"), by and between TeamDynamix and Client. TeamDynamix and the Client may be referred to in this Agreement individually as a "Party" and collectively as the "Parties."

RECITALS

- A. TeamDynamix and Texas A&M University, entered into a certain License Agreement, dated November 3, 2023 and identified as TAMP00004, (as amended or renewed, the "Underlying Agreement"), attached hereto as Exhibit E.
- B. Section 31 of the Underlying Agreement permits any authorized state or government jurisdiction, such as Client, to purchase the same services provided under the Underlying Agreement under the same contract terms and conditions.
- C. The Parties desire to enter into this Agreement to memorialize Client's purchase of the services pursuant to the terms of the Underlying Agreement.
- D. The Parties desire for Client's purchase to be governed by the legal terms and conditions of the Underlying Agreement and the exhibits attached thereto and hereto.

AGREEMENT

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

1. **Agreement.** Client hereby purchases the services set out in Exhibit A attached hereto under the terms and conditions of the Underlying Agreement. The Parties shall be obligated and bound under the terms of the Underlying Agreement as if Client were a party thereto and the terms and conditions of the Underlying Agreement are incorporated herein by reference as if fully restated herein. The intent of the parties is to permit Client utilize the already negotiated Underlying Agreement as its agreement for purchase of the services in lieu of entering into a separate agreement. The terms and conditions of this Agreement shall be in addition to those terms and conditions set forth in the Underlying Agreement and the exhibits attached thereto and in the event of a conflict between the terms and conditions of this Agreement and the Underlying Agreement, such conflicts shall be resolved in favor of this Agreement. All exhibits attached and executed for products and services, or executed in the future for products and services, shall be incorporated into this Agreement by reference, and all terms and conditions applicable to Texas A&M University shall be applicable to Client as if Client were a direct party to the Underlying Agreement unless specifically stated otherwise in writing. In the event of a conflict between the applicable exhibit to this Agreement and this Agreement, this Agreement shall control.
2. **Term.** The term of this Agreement shall begin on the Effective Date and shall continue for a period of 60 months. In the event that Client elects to enter into a Renewal Term at the end of Contract Year 5 as described in Exhibit A to this Agreement, the license cost increase for such Renewal Term will not exceed 6% annually for a 36 month Renewal Term, and 10% annually for a 12 month Renewal Term from the Contract Year 5 pricing in such Exhibit A.
3. **Payment and Fees.** Payment and usage fees for the licensed Applications are set forth on Exhibit A hereto.

4. **Support.** Support and service levels for the TeamDynamix instance and licenses are defined in Exhibit B hereto.

5. **Professional Services, Value-Added Services.**

- a. Professional Services. Professional Services are performed subject to the terms and conditions of the Underlying Agreement pursuant to Section 1 of this Agreement. Client, at its option may engage TeamDynamix to provide Professional Services as described in a mutually executed statement of work. "Professional Services" means all forms of consulting, training, education, implementation, custom modification and configuration, and other services provided by TeamDynamix pursuant to written agreement.
- b. Value-Added Services. TeamDynamix shall provide Value-Added Services to Client upon the terms and conditions of this Section and Exhibit C of the Underlying Agreement. "Value-Added Services" means all forms of consulting, training, education, implementation, custom modification and configuration, and other services provided by TeamDynamix, excluding hosting services, purchased on a recurring basis as set forth in this Section 5(b).
 - i. Hourly Services. Client is purchasing from TeamDynamix a package of 40 hours of Value-Added Services per annual year of the Term. Client shall pay TeamDynamix an annual fee of \$9,000.00 as consideration for the purchased hours of Value-Added Services (the "**Value-Added Services Fee**"). Unused hours of Value-Added Services shall expire at the end of each year.
 - ii. Payment. The Value-Added Services Fee shall be invoiced by TeamDynamix and paid by Client in accordance with the payment schedule applicable to the Applications under this Agreement. **Travel.** For any on-site Value-Added Services, Client will reimburse TeamDynamix for all in accordance with Exhibit C of the Underlying Agreement.

6. **Artificial Intelligence Tools.**

- a. Artificial Intelligence ("AI") tools, such as Conversational AI and Generative AI, are designed to process and generate language responses and outputs based on the input received, including materials that the Client has provided to improve the tool's performance. While AI tools can provide helpful insights, responses, and outputs, they can sometimes provide inaccurate information. TeamDynamix provides these AI tools as is and disclaims any and all warranties for and any and all liability related to any AI tool's inaccurate answers or any output not related in any way to the services (including but not limited to self-harm, physical emergencies, or disasters).
- b. AI tools are generally not equipped nor designed to discern whether information or data is confidential or sensitive. Accordingly, Client should exercise extreme caution when inputting data into an AI tool. TeamDynamix provides these AI tools as is and disclaims any and all warranties for and any and all liability related to the AI's use, misuse, or disclosure of personal data, confidential business data, or any other proprietary, confidential, or sensitive data or information that Client or its User uploaded to the AI tool or allowed the AI tool to access. TeamDynamix further disclaims any and all warranties for and any and all liability related to improper configurations that do not protect personal data, confidential business data, or any other proprietary, confidential, or sensitive data or information.
- c. Licenses to Conversational AI Applications include (i) the right to copy and deploy the HTML / Javascript code provided by TeamDynamix. Licenses to Conversational AI Applications may be limited to specific departments or sites as indicated on Exhibit A, and Client shall not permit the use of Conversational AI Applications for any other purposes other than to support the designated departments or sites.
- d. TeamDynamix's AI tools can utilize a variety of different types of data in order to provide outputs. For example, Clients may choose to create Conversational AI training data from Client's historical TeamDynamix ticket data (the "Ticket Data"). Such types of data could also include, but are not limited to, service management data, knowledge data, asset data, project and portfolio management data, resource data, workflow data, client portal data, application data, Conversational AI data, Generative AI data, automation and integration data, Resultant Data, and historical data. By providing data to a



TeamDynamix AI tool, Client represents and warrants that it has all necessary rights to upload said data to the AI tool or to allow the AI tool to access said data. Client further grants to TeamDynamix a non-exclusive, irrevocable license to utilize all data that it uploads to the AI tool or any data to which it allows the AI tools access to provide the Client with services. Client is solely responsible for providing any legally adequate notices to and obtaining any consents from individuals and all third parties for TeamDynamix to perform its rights and obligations under this Agreement.

- e. Client will not, and will not allow any third party to, use TeamDynamix's AI tools or outputs from TeamDynamix's AI tools to, directly or indirectly, develop or improve a similar or competing product, service, or technology. Client further acknowledges that TeamDynamix disclaims any and all liability for Client's use of connectors or flows that access or utilize AI tools or their outputs not offered by TeamDynamix.
- f. TeamDynamix's AI tools leverage third-party AI solutions to provide services to the Client. When TeamDynamix utilizes an instance of a third-party AI, then any data the Client uploads to the AI tool or which it allows the AI tool to access shall be transferred from TeamDynamix to said third party to provide the service. **Exhibit D** identifies any such third-party AI solutions being utilized at the time of the execution of this Agreement. TeamDynamix agrees that if it changes the third-party AI solution to something other than that identified in Exhibit D or adds to the third-party AI offerings, then it will notify Client of that different third-party AI solution to which the Client's data may be transferred. TeamDynamix agrees that it will not change to nor transfer the Client's data to a third-party AI solution that materially diminishes the level of security and confidentiality of the Client's data from that offered by the then current third-party AI solution at the time of the proposed change or transfer. By signing this Agreement and utilizing and/or purchasing AI tools, Client consents to the transfer of its data to any third-party AI solution TeamDynamix identifies and accepts any terms and conditions the third-party AI solution may require.

7. **Regulatory Provisions.**

- a. Certification Regarding Business with Certain Countries and Organizations. TeamDynamix represents and warrants that it is not engaged in business with Iran, Sudan, or a foreign terrorist organization, as prohibited by Section 2252.152, Texas Government Code. TeamDynamix acknowledges this Agreement may be terminated immediately if this certification is inaccurate.
- b. TeamDynamix represents and warrants that TeamDynamix is not and, if applicable, none of its holding companies or subsidiaries are a) listed in Section 889 of the 2019 National Defense Authorization Act ("NDAA") regarding telecommunications and video surveillance; b) listed in Section 1260H of the 2021 NDAA regarding Chinese military companies in the US; c) owned by the government of a country on the U.S. Department of Commerce's foreign adversaries list under 15 C.F.R. § 791.4 ("15 C.F.R. § 791.4 List"); or d) controlled by any governing or regulatory body located in a country on the 15 C.F.R. § 791.4 List. TeamDynamix acknowledges that a false certification is a material breach of contract and is grounds for immediate termination of this Agreement with no further obligation on the part of A&M System. If this Agreement is terminated due to a false certification, TeamDynamix will immediately reimburse PVAMU for all prepaid and unused fees."

8. **Entire Agreement.** This Agreement, including all exhibits hereto, and the Underlying Agreement constitute the entire agreement of the Parties hereto and supersedes all prior agreements, negotiations, representations, proposals, discussions, and communications, whether oral or in writing, relating to its subject matter.

9. **Modification/Waiver; Severability; Interpretation.** No modification of this Agreement or an exhibit, and no waiver of any breach of this Agreement or exhibit will be effective unless in writing and signed by an authorized representative of the Party against whom enforcement is sought. No waiver of a breach of this Agreement or any exhibit or the failure of either Party to exercise in any respect any right provided for under this Agreement shall be construed a waiver of any subsequent breach of this Agreement or any exhibit. No course of dealing between the Parties shall be construed as a waiver of any breach of this Agreement or any exhibit. The provisions of this Agreement and the exhibits are severable. If any provision of this Agreement and the exhibits is held to be invalid, illegal, or unenforceable, the validity, legality or enforceability of the remaining provisions will



in no way be affected or impaired thereby. Each Party acknowledges that this Agreement has been the subject of active and complete negotiations, and that this Agreement should not be interpreted or construed in favor of or against any Party by reason of the extent to which any Party or its professional advisors participated in the preparation of this Agreement. Section headings are provided for convenience only and are not to be used to construe or interpret this Agreement. Whenever the words "include" or "including" are used in this Agreement, they will be deemed to be followed by the words "without limitation."

10. **Full Force and Effect.** The Underlying Agreement remains in full force and effect.

[signature page follows]



IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their duly authorized representatives, on the date and year first above written.

TeamDynamix Solutions LLC

Prairie View A&M University

Signature Rod Mathews

Signature James R McKee

Print Rod Mathews

Print James R McKee

Title CEO

Title Sr. Vice President, Chief Financial Officer

Date: 9/22/2025 | 1:28 PM EDT

Date: 9/23/2025 | 8:13 AM CDT

Exhibit A – License Payments and Pricing

Table 1.1

Item	License Count	Total Contract Value Year 1 (04/21/2026 - 04/20/2027)	Total Contract Value Year 2 (04/21/2027 - 04/20/2028)	Total Contract Value Year 3 (04/21/2028 - 04/20/2029)	Total Contract Value Year 4 (04/21/2029 - 04/20/2030)	Total Contract Value Year 5 (04/21/2030 - 04/20/2031)	Grand Total
Universal User	100	\$ 57,384.00	\$ 59,105.52	\$ 60,878.69	\$ 62,705.05	\$ 64,586.20	\$ 304,659.46
Value Added Services (40 Hours/Year)	1	\$ 9,000.00	\$ 9,000.00	\$ 9,000.00	\$ 9,000.00	\$ 9,000.00	\$ 45,000.00
iPaaS Site License (Unlimited Metered Flows)	1	\$ 53,362.60	\$ 54,963.48	\$ 56,612.38	\$ 58,310.75	\$ 60,060.07	\$ 283,309.28
Conversational AI (Unlimited Depts.)	1	\$ 56,231.90	\$ 57,918.86	\$ 59,656.43	\$ 61,446.12	\$ 63,289.50	\$ 298,542.81
Total Contract Value		\$ 175,978.50	\$ 180,987.86	\$ 186,147.50	\$ 191,461.92	\$ 196,935.77	\$ 931,511.55



License Descriptions: Access to the TeamDynamix solution is determined by the Sites to which the user is assigned; the Applications within these Sites that the user has been granted; and the individual application permissions which allow specific functions.

License Type	Description
Universal License	Designed to allow flexibility when granting a specific quantity of users access to the TeamDynamix application. Roles can be set up with security provisions for different types of uses and Administrators can freely distribute access to the system, as necessary, without the limitation of a license type. The Universal License does not include (a) new product lines acquired or offered after the execution of this Agreement unless specified by TeamDynamix, (b) the Asset Discovery license, or (c) the IT Process Automation License. A Universal License can be applied to any type of individual that requires access to TeamDynamix. For example, an Executive-level user that needs access to reporting and project governance. Or, a service desk Technician that must manage every aspect of the ticketing life cycle.
Client	This license is designed for users who only need the ability to access the Client Portal and its applications (e.g. Service Catalog, Knowledge Base). Client Portal users can also view relevant project information, such as plans, issues, and risks
iPaaS	This is an environment-wide license for users to build, troubleshoot, maintain, and monitor automated processes and integrations involving one to many systems and for managing API usage and performance.
Conversational AI	This is an environment-wide (department or site specific) license for conversational AI and live agent chat capabilities including the administrative tools required to build, monitor, maintain and train solution.

1. **Invoices and Fees.** All license fees included in this Agreement will be billed annually on one invoice based on the pricing set for the in this **Exhibit A**. The first payment of **\$175,978.50** will be invoiced on April 21, 2026 and will be due net 30. The second payment of **\$180,987.86** will be invoiced on April 21, 2027 and will be due net 30. The third payment of **\$186,147.50** will be invoiced on April 21, 2028 and will be due net 30. The fourth payment of **\$191,461.92** will be invoiced on April 21, 2029 and will be due net 30. The fifth payment of **\$196,935.77** will be invoiced on April 21, 2030 and will be due net 30. If additional licenses are purchased pursuant to a purchase order, the amounts due pursuant to such purchased licenses shall be added to the payment amounts described under this **Section 1**.
2. **Purchase Orders.** If Client requires a Purchase Order (PO) for payment of invoices, please email PO numbers to accounting@teamdynamix.com.

Please provide contact information for individual responsible for POs:

Name Gregg Iacopetti

Email giacopetti@pvamu.edu

Please provide contact information for individual responsible for inbound invoices:

Name Antonette Curtis

Email payables@pvamu.edu

3. **ACH Payments.** Electronic Payments (ACH) should be remitted to:

TeamDynamix Solutions LLC
c/o PNC Bank
2 Tower Center Blvd.
East Brunswick, NJ 08816

Routing number: 031207607
Account number: 8026397508

Please contact accounting@teamdynamix.com if you require an ACH authorization form.

4. **Additional License Fees.** Any additional license fees will be invoiced on the effective date and will be due net 30. Additional purchases of licenses, during the Term, can be purchased at the cost identified in Table 1.2 below and purchased pursuant to a purchase order in form reasonably acceptable to TeamDynamix:

Table 1.2 SaaS Licensing

Item	Add-On				
	License Cost Year 1	License Cost Year 2	License Cost Year 3	License Cost Year 4	License Cost Year 5
Block of 10	\$ 5,738.40	\$ 5,910.55	\$ 6,087.87	\$ 6,270.51	\$ 6,458.63
Block of 25	\$ 14,346.00	\$ 14,776.38	\$ 15,219.67	\$ 15,676.26	\$ 16,146.55
Block of 50	\$ 28,692.00	\$ 29,552.76	\$ 30,439.34	\$ 31,352.52	\$ 32,293.10

- a. **Proration of Add-On Licenses.** If additional licenses are purchased by Client pursuant to a purchase order, Client will be invoiced for the prorated (on a 365 day basis) amount due for such purchases in accordance with **Section 1**.
- b. **License Amount.** In the event that additional licenses are purchased by Client pursuant to a purchase order, the Table 1.1 will be deemed to be updated to include the additional purchased licenses. The amount of licenses purchased by the Client and set forth on **Exhibit A** shall not be reduced unless the Agreement is amended by the mutual written agreement of the parties hereto.

Exhibit B: Service Level Exhibit

Capitalized words not defined herein shall have the same meaning as set forth in the License Agreement (the “Agreement”) between TeamDynamix Solutions LLC (“TeamDynamix”) and the counterparty to such Agreement (the “Client”).

1. **Service Levels.** Subject to and conditioned upon the compliance of Client and its Users with the terms and conditions set forth in Agreement, Client shall have the right to the benefit of the system uptime provisions set forth in this Service Level Agreement (the “SLA”).
 - a. “Uptime” means the ability of Client to log into the Applications. “Downtime” is a period of time when the site hosted by TeamDynamix is not operating as designed and Client cannot log into the Applications as a result thereof.
 - b. TeamDynamix guarantees Uptime of 99.5%, excluding Downtime that is the result of any Exception described below in **Section 1(c)** of this SLA, during each 365 day period beginning on the date that Client begins using the Applications (each, a “Measurement Period”). In the event that TeamDynamix breaches this Uptime guarantee during a Measurement Period, TeamDynamix shall provide Client with credit for the amount of time that the breach continues (“Downtime Credit”), in an amount equal to 3% of the Daily Fee per 15-minute increment that TeamDynamix is in breach, pursuant to this **Section 1**. For purposes of this **Section 1**, “Daily Fee” shall be calculated by dividing the annualized license costs set forth in the Agreement by 365. Downtime Credit may be paid by TeamDynamix via a credit to Client’s subsequent annual license invoice in the amount owed pursuant to this **Section 1**. The Downtime Credit described in this **Section 1** shall be Client’s sole and exclusive remedy and TeamDynamix’s sole and exclusive liability for any breach of the obligations set forth in **Section 1** of this SLA.
 - c. **Exceptions to Uptime:** The following (each, an “Exception”) shall each suspend TeamDynamix’s Uptime guarantee while in effect and shall not be considered a breach of TeamDynamix’s Uptime guarantee:
 - i. scheduled maintenance, scheduled upgrades, and emergency patches, so long as such scheduled maintenance, scheduled upgrades, and emergency patches occur outside of business hours and with notice to Client;
 - ii. a failure or malfunction resulting from scripts, data, applications, equipment, or services provided and/or performed by Client;
 - iii. outages initiated by TeamDynamix or its third party providers at the request or direction of Client for maintenance, back up, or other purposes;
 - iv. outages occurring as a result of any actions or omissions taken by TeamDynamix or its third party providers at the request or direction of Client;
 - v. outages resulting in failure, interruption or other problem with any software, hardware, system network, facility, or other item not supplied by TeamDynamix;
 - vi. events resulting from an interruption or shut down of the services due to circumstances reasonably believed by TeamDynamix to be a significant threat to the normal operation of the Service, the facility from which the Service is provided, or access to or integrity of Client data (e.g., a hacker or a virus attack);
 - vii. outages due to system administration, commands, file transfers performed by Client representatives;
 - viii. other activities Client directs, denial of service attacks, and internet connectivity failures;
 - ix. Force Majeure Events;
 - x. Client’s negligence or breach of its material obligations under the Agreement; and
 - xi. a lack of availability or untimely response time of Client to respond to incidents that require its participation for source identification and/or resolution.

Exhibit C – Professional Services

Statement of Work: Conversational AI

Prairie View A&M
University

March 28, 2025

Conversational AI Implementation

Introduction

Prairie View A&M University (Herein 'CLIENT') wishes to implement TeamDynamix Conversational AI and in summary, the following capabilities are in-scope for this engagement:

- TeamDynamix Conversational AI SaaS Deployment
- TeamDynamix Conversational AI Fundamentals Training
- TeamDynamix Conversational AI Consultation and Configuration
- TeamDynamix Conversational AI Monitoring

Solution Environment

- TeamDynamix Conversational AI Software-as-a-Service (SaaS)

Bot/Department in Scope

- 1 Bot – IT Department

Project Timeline

TeamDynamix and CLIENT will work together to coordinate specific dates once the Statement of Work has been fully executed. An implementation plan shall be jointly developed by TeamDynamix and CLIENT which shall outline the primary milestones and targeted date for project completion. TeamDynamix shall make available its Professional Services resources during this defined period. A typical Conversational AI implementation project typically spans fifteen (15) weeks. Changes to timeline or scope may require a signed change order document and/or additional cost. The scope of services outlined with this Statement of Work expires twelve (12) months from the start of the Conversational AI project (unless modified by a change order) and all work shall then be considered complete.

CLIENT

Name: Larry Mendez

Title: Deputy CIO

Phone: 936.261.9350

Email: ldmendez@pvamu.edu

TeamDynamix Professional Services

Name: Aaron Crane

Title: Vice President, Operations

Phone: 614.340.3342

Email: acrane@teamdynamix.com

Scope of Services

Core Setup

TeamDynamix shall create one application instance for CLIENT within its SaaS infrastructure. CLIENT will access the application at <https://us1.teamdynamix.com> (U.S. customers) or <https://ca1.teamdynamix.com> (Canadian customers). Furthermore, TeamDynamix will help CLIENT install the iPaaS proxy server if it is necessary to execute scripts, jobs, queries, etc. that reside within CLIENT network.

CLIENT Responsibilities:

- Provide server (virtual or physical) for iPaaS proxy server installation.

TeamDynamix Responsibilities:

- Setup and configure all aspects of the TeamDynamix iPaaS solution in the SaaS infrastructure.
- Provide CLIENT with System Access Information.
- Provide server specifications for iPaaS proxy server.

Solution Training

TeamDynamix consultants will provide training on the TeamDynamix Conversational AI solution in order to transfer knowledge to CLIENT administrators. This is achieved via a combination of video-based training, instructor-led sessions, lab exercises, and Q&A sessions. TeamDynamix consultants place an emphasis on transferring knowledge to CLIENT resources to build expertise with the solution. Activities covered in the training include:

TeamDynamix Conversational AI:

- Foundational administration/navigation
- Security considerations
- Working with Conversation Intents
- Adding Responses
- Creating Knowledge Sets & Sources
- Developing Conversation Flows
- Getting started with Conversational Automation
- Improving responses over time

CLIENT Responsibilities:

- Complete initialization packet to document possible CLIENT Intents prior to training.
- Fully participate in Solution training.
- Review activities covered within each session topic and complete hands-on activities.
- Come prepared to each session in order to engage in discussions related to items above.

TeamDynamix Responsibilities:

- Facilitate the solution training and provide guidance to CLIENT.
- Provide CLIENT with session resources and track progress via implementation plan.
- Share relevant experience from similar implementations.
- Provide input on manners in which application may address CLIENT processes.

Solution Configuration
Following the training sessions and CLIENT completion of post-training activities, for a period of approximately 30-45 days, TeamDynamix Consulting Services will work together with CLIENT to configure a single Conversational AI application for CLIENT's Information Technology department with an initial set of 25-35 Intents and a Knowledge Set with up to 5 Knowledge Sources.
CLIENT Responsibilities: • Determine initial set of Intents for the Conversational AI Information Technology application. • Provide 3-5 sample utterances for each Conversational AI Intent. • Determine appropriate responses and conversation flows based on intents. • Identify appropriate Knowledge Source data (e.g. TeamDynamix KB; Organization web site) • Decide on business processes to handle "Transfer to Live Agent" interactions. • Communicate business process changes to TeamDynamix ITSM users. TeamDynamix Responsibilities: • Provide insight and feedback on list of CLIENT-provided intents. • Assist with creating additional utterances using Conversational AI tools. • Oversee intent, utterance, and response configuration to ensure CLIENT is following best practices. • Assist CLIENT with tuning the Conversational AI tool to help improve intent matching. • Provide assistance configuring Knowledge Sets and Sources • Setup the standard TeamDynamix ITSM Ticket creation from Conversational AI response scenario. • Determine appropriate meeting cadence during Conversational AI configuration period. • Respond to CLIENT questions and support CLIENT during Conversational AI configuration.
Solution Tuning
Following the completion of Conversational AI training and the configuration of Intents, Utterances, Responses, Knowledge Sets/Sources and Conversation paths, TeamDynamix shall continue to monitor the configured Conversational AI solution to ensure success. Regular check-in meetings shall be held between CLIENT and TeamDynamix to discuss solution progress and implement changes.
CLIENT Responsibilities: • Create any necessary system test scripts and/or user acceptance test scripts required to meet internal testing requirements. • Plan and perform system and/or user acceptance testing. • Coordinate internal resources involved in the testing processes. • Meet with TeamDynamix resources to discuss solution tuning. TeamDynamix Responsibilities: • For a period of 60 days from go-live, TeamDynamix shall monitor the Conversational AI solution and meet with CLIENT to suggest changes. • Support CLIENT during system and user acceptance testing, responding to and working to resolve issues.
Project Close-out
Following the training sessions, completion of the automation scenarios, and solution tuning, the professional services engagement shall be considered complete. TeamDynamix will conduct a close-out session with CLIENT to answer any remaining questions and ensure a successful hand-off of the solution.

CLIENT Responsibilities:

- Participate in project close-out meeting and take ownership of the Conversational AI solution.
- Understand that future changes to configuration are the responsibility of the CLIENT.
- Direct future Conversational AI questions and issues to the TeamDynamix Support organization.

TeamDynamix Responsibilities:

- Facilitate project close-out meeting and ensure CLIENT has necessary information to maintain the solution going forward.
- Ensure CLIENT has any necessary credentials and access information related to automation scenarios.
- Provide support information and make introductions to TeamDynamix Customer Success Representatives.

Out-of-Scope

The following items are considered out-of-scope:

- Business Process Consulting Services
- Building additional automation scenarios beyond the one identified
- Capabilities of the Conversational AI solution not mentioned in the above Scope of Services
- TeamDynamix Work Management and/or TeamDynamix iPaaS application implementation

Supplemental Professional Services Hours

In addition to the scope of work described herein, TeamDynamix shall also provide up to **60 Professional Services Hours**, valid for 12 months, to supplement this implementation only. CLIENT may submit requests via a service request form in which a consultant will engage to discuss a specific agenda, scope, and timeline. Further, CLIENT has the option to purchase additional hours if necessary.

Project Cost Summary

Description – Professional Services	Total
Conversational AI Implementation (IT Department)	 \$15,000.00

Payment Schedule

One Hundred Percent of Total Professional Services shall be due Net 30 following the execution of this Statement of Work.



Acceptance

By signing below, CLIENT acknowledges that they have completely read and fully understand this Statement of Work document. CLIENT understands that (a) a complete set of requirements is necessary before TeamDynamix can begin any configuration or integration services; (b) additional requirements introduced after requirements approval may not be possible to incorporate or may require a change order for additional services; (c) timely feedback is necessary to complete any configuration or integration services on schedule; (d) they must take ownership of the applications, configuration, and/or integrations delivered by TeamDynamix Professional Services and future changes are the responsibility of CLIENT or must be made as part of an additional Professional Services engagement; (e) active participation during and after training sessions is crucial to CLIENT’s success; (f) frequent meeting cancelations, “no shows”, or changes to CLIENT project resources will have an impact on timelines and repetitive occurrences may result in additional costs and/or changes to schedules.

APPROVED: Prairie View A&M University

APPROVED: TeamDynamix

James R McKee

Rod Mathews

Signature

Signature

James R McKee

Rod Mathews

Name

Name

Sr. Vice President, Chief Financial Officer

CEO

Title

Title

9/23/2025 | 8:13 AM CDT

9/22/2025 | 1:28 PM EDT

Date

Date