Statement of Work

Phase 2: Support for Phase 1 Applications

Prepared by Spanda.AI for:

Work Integrated Learning Programmes Division

Date:

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v1.0

Author:

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**TERMS AND CONDITIONS**

This SOW shall be governed by the terms and conditions set forth in the Spanda Master Service Agreement fully executed on January 15th, 2024 between parties, as amended (“Agreement”).

If there is a conflict between the SOW and the Agreement, the Agreement will control with respect to the subject matter thereof, unless expressly amended in this SOW. This SOW and any Change Order may be signed in separate counterparts, each of which shall be deemed an original and all of which together will be deemed to be one original document. Electronic signatures on this SOW or on any Change Order (or copies of signatures sent via electronic means) are the equivalent of handwritten signatures. Capitalized terms used but not defined in this SOW have the meaning attributed to them in the Agreement.

**Table of Contents**

[**1 INTRODUCTION 5**](#_heading=h.gjdgxs)

[1.1 TERM OF ENGAGEMENT 5](#_heading=h.30j0zll)

[**2 ENGAGEMENT DETAIL 6**](#_heading=h.1fob9te)

[2.1 PARTIES AND SITE INFORMATION 6](#_heading=h.3znysh7)

[2.2 ENGAGEMENT DESCRIPTION AND SCOPE 6](#_heading=h.tyjcwt)

[*2.2.1 SCOPE 6*](#_heading=h.3dy6vkm)

[*2.2.2 TECHNICAL PREREQUISITES 7*](#_heading=h.4d34og8)

[*2.2.3 OUT OF SCOPE 8*](#_heading=h.17dp8vu)

[2.3 ENGAGEMENT PHASES 9](#_heading=h.3rdcrjn)

[*2.3.1 PHASE 1 - PROJECT MANAGEMENT 9*](#_heading=h.26in1rg)

[*2.3.2 PHASE 2 - 10*](#_heading=h.35nkun2)

[2.4 CUSTOMER RESOURCE INFORMATION 11](#_heading=h.44sinio)

[*2.4.1 EXPECTED CUSTOMER RESOURCES 11*](#_heading=h.2jxsxqh)

[*2.4.2 CUSTOMER CONTACT INFORMATION 12*](#_heading=h.3j2qqm3)

[2.5 ADDITIONAL TERMS 12](#_heading=h.4i7ojhp)

[**3 ASSUMPTIONS 13**](#_heading=h.2xcytpi)

[**4 RESTRICTIONS ON COPY AND REVERSE ENGINEERING 14**](#_heading=)

[**5 APPROVAL AND ACCEPTANCE 15**](#_heading=)

[**6 CHANGE MANAGEMENT 16**](#_heading=h.3whwml4)

[**7 FEES 18**](#_heading=h.2bn6wsx)

[7.1 PAYMENT SCHEDULE AND TERMS 18](#_heading=h.qsh70q)

[7.2 TRAVEL AND EXPENSE 19](#_heading=h.49x2ik5)

[7.3 WORK HOURS 19](#_heading=h.2p2csry)

[**8 SIGNATURES 20**](#_heading=h.147n2zr)

[**APPENDICES 21**](#_heading=h.3o7alnk)

[APPENDIX A - MILESTONE ACCEPTANCE FORM 21](#_heading=h.23ckvvd)

[APPENDIX B - CHANGE REQUEST FORM 23](#_heading=h.ihv636)

[APPENDIX C - USER JOURNEY 24](#_heading=h.2grqrue)

[APPENDIX D - INPUT DATA 25](#_heading=h.vx1227)

**List of Tables**

[**1 INTRODUCTION 5**](#_heading=h.gjdgxs)

[1.1 TERM OF ENGAGEMENT 5](#_heading=h.30j0zll)

[**2 ENGAGEMENT DETAIL 6**](#_heading=h.1fob9te)

[2.1 PARTIES AND SITE INFORMATION 6](#_heading=h.3znysh7)

[2.2 ENGAGEMENT DESCRIPTION AND SCOPE 6](#_heading=h.tyjcwt)

[2.2.1 SCOPE 6](#_heading=h.3dy6vkm)

[2.2.2 TECHNICAL PREREQUISITES 7](#_heading=h.4d34og8)

[2.2.3 OUT OF SCOPE 8](#_heading=h.17dp8vu)

[2.3 ENGAGEMENT PHASES 9](#_heading=h.3rdcrjn)

[2.3.1 PHASE 1 - PROJECT MANAGEMENT 9](#_heading=h.26in1rg)

[2.3.2 PHASE 2 - 10](#_heading=h.35nkun2)

[2.4 CUSTOMER RESOURCE INFORMATION 11](#_heading=h.44sinio)

[2.4.1 EXPECTED CUSTOMER RESOURCES 11](#_heading=h.2jxsxqh)

[2.4.2 CUSTOMER CONTACT INFORMATION 12](#_heading=h.3j2qqm3)

[2.5 ADDITIONAL TERMS 12](#_heading=h.4i7ojhp)

[**3 ASSUMPTIONS 13**](#_heading=h.2xcytpi)

[**4 RESTRICTIONS ON COPY AND REVERSE ENGINEERING 14**](#_heading=)

[**5 APPROVAL AND ACCEPTANCE 15**](#_heading=)

[**6 CHANGE MANAGEMENT 16**](#_heading=h.3whwml4)

[**7 FEES 18**](#_heading=h.2bn6wsx)

[7.1 PAYMENT SCHEDULE AND TERMS 18](#_heading=h.qsh70q)

[7.2 TRAVEL AND EXPENSE 19](#_heading=h.49x2ik5)

[7.3 WORK HOURS 19](#_heading=h.2p2csry)

[**8 SIGNATURES 20**](#_heading=h.147n2zr)

[**APPENDICES 21**](#_heading=h.3o7alnk)

[APPENDIX A - MILESTONE ACCEPTANCE FORM 21](#_heading=h.23ckvvd)

[APPENDIX B - CHANGE REQUEST FORM 23](#_heading=h.ihv636)

[APPENDIX C - USER JOURNEY 24](#_heading=h.2grqrue)

[APPENDIX D - INPUT DATA 25](#_heading=h.vx1227)

# 1 INTRODUCTION

In Phase 1 of the BITS-Spanda collaboration, we developed a suite of user-friendly Generative AI applications designed to enhance various aspects of education and administration. These include:

* Chatbot: An interactive tool that allows users to ask questions about course material, providing instant and relevant responses.
* Question Paper Generation: A feature that creates alternative question sets to streamline the process for instructors, making exam preparation more efficient.
* Grading Assistant: An AI-powered assistant that evaluates student answers based on a given rubric, ensuring consistent and fair grading.
* Instructor Evaluation: A tool to assess instructors based on course content delivery and classroom engagement, aimed at guiding their professional development.
* New Hire Evaluation: An AI-driven evaluation system that assesses job applicants by analyzing their resumes and job descriptions, as well as reviewing sample transcripts submitted by the candidates.

These applications collectively aim to improve the efficiency and quality of academic processes, benefiting both instructors and students.

This phase of the projectfocuses on testing, fine-tuning, and deployment.The apps will undergo testing with a suite of expert-defined test cases. Upon passing these tests, fine-tuning adjustments will be applied, and the chatbot will be deployed for use by WILP students.

**Expected Outcomes**

To ensure the highest quality for all five Generative AI applications developed under the WILP-Spanda collaboration, we will undertake a multi-phase approach that includes:

* Comprehensive Testing for Quality Assurance: Conduct rigorous testing using expert-defined test cases to assess each application's effectiveness. This includes evaluating the chatbot’s ability to answer course-related queries, testing the accuracy of alternative question generation, ensuring fair and consistent grading from the Grading Assistant, verifying the reliability of instructor evaluations, and validating the New Hire Evaluation tool’s assessment of resumes and transcripts.
* Fine-Tuning for Enhanced Performance: Optimize each application based on testing results to improve their accuracy and relevance. This involves refining the chatbot's responses, enhancing question generation clarity, improving grading consistency, fine-tuning instructor feedback, and ensuring precise evaluation criteria for new hires.
* Deployment for Full-Scale Use: Prepare all applications for widespread deployment, ensuring they meet the required standards for reliability, user-friendliness, and integration with existing WILP systems.
* Continuous Improvement Based on Expert Feedback: Continuously gather feedback from subject matter experts to identify potential enhancements. This iterative approach ensures the applications evolve to better align with the unique needs of the WILP program.
* Ensuring Robustness in Real-World Scenarios: Validate the ability of all applications to handle real-world demands, such as concurrent user access, diverse query types, grading across various disciplines, and comprehensive evaluations of instructor and applicant performance.

This structured approach will ensure that each AI-driven application delivers maximum value, enhancing educational processes and administrative efficiency across the WILP program.

## 1.1 TERM OF ENGAGEMENT

The Services set forth in this SOW are estimated to begin on or around September 01, 2024 and estimated to be completed on February 28, 2025.

# 2 ENGAGEMENT DETAIL

## 2.1 PARTIES AND SITE INFORMATION

| Spanda: | Customer: |
| --- | --- |
| Spanda AI Inc. | Work Integrated Learning Programmes Division |
| 3938 Lonesome Pine Road | Jawahar Nagar |
| Redwood City, CA. 94061 | Kapra Mandal  Medchal District - 500 078  Telangana, India |

*Table 1: Parties and Site Information*

## 2.2 ENGAGEMENT DESCRIPTION AND SCOPE

### Testing

For all five Generative AI applications in the WILP-Spanda collaboration, the testing process will involve:

* Comprehensive Testing Using Expert-Defined Test Cases: Each application will be rigorously tested with a diverse set of expert-defined test cases. These cases will cover various scenarios: for the chatbot, queries related to course content, assignments, and general WILP information; for question paper generation, a range of topics and difficulty levels; for the Grading Assistant, different types of answers and rubrics; for instructor evaluation, various teaching styles and materials; and for new hire evaluation, a variety of resume formats and sample transcripts.
* Assessment of Accuracy, Relevance, and Edge Case Handling: The test cases will evaluate each application's accuracy, the relevance of outputs (e.g., chatbot responses, grading feedback), and their ability to handle edge cases or uncommon situations, ensuring reliability across all possible use cases.
* Recording Logs for Further Analysis and Fine-Tuning: Instances where responses or outputs are incorrect or suboptimal will be logged for deeper analysis. These logs will be used to refine each application’s algorithms and models, enhancing performance and alignment with WILP program standards.

This thorough testing approach aims to ensure all applications are robust, accurate, and well-suited for their respective tasks in the WILP environment.

### Fine-Tuning

#### Iterative Response Adjustment

For all five Generative AI applications, the refinement process will include:

* Iterative Adjustment Based on Test Case Insights: Each application's performance will be continually refined based on the insights gained from test case results. This includes adjusting the chatbot’s responses for improved accuracy and relevance, fine-tuning the question paper generation algorithm to better match course requirements, refining grading criteria to ensure consistent evaluation, enhancing instructor evaluation metrics for more meaningful feedback, and optimizing the new hire evaluation tool to provide more accurate assessments of resumes and transcripts.

This iterative process ensures that each application is continually improved, delivering better results and aligning more closely with the needs of the WILP program.

#### Model and Parameter Optimization

* Parameters within the RAG configuration and LLM settings shall be adjusted to optimize the application’s ability to retrieve the most contextually appropriate information.

#### Knowledge Base Updates

* If needed, additional WILP documents or content shall be ingested to fill any knowledge gaps identified during testing, ensuring the chatbot has comprehensive information coverage.
* The Vector database will be re-indexed to ensure accuracy of retrieval.

#### Deployment

* The apps shall be deployed to production for use by WILP, with access settings configured to allow full functionality while maintaining data privacy and security.

### Non-Functional Requirements

#### Performance

* The apps shall support concurrent usage by multiple students, maintaining response times.

#### Security

* The system shall ensure that all data is securely stored and transmitted, adhering to BITS Pilani's data protection policies and industry standards for data security.
* Access to the application’s configuration and knowledge base updates shall be restricted to authorized personnel only.

#### Scalability

* System architecture shall support easy updates and the integration of additional data sources if required for future enhancements.

#### Reliability and Availability

* The apps shall be available with minimal downtime, to provide students with consistent access to information and support throughout the semester.

### Documentation and User Training

Comprehensive documentation will be provided to ensure smooth implementation and onboarding. This includes:

* System Maintenance: Outline key maintenance tasks such as monitoring, updates, and troubleshooting.
* Student User Guide: Briefly explain chatbot functionalities, with examples of supported queries and basic troubleshooting.

### 2.2.1 SCOPE

The following table outlines the scope boundaries for this engagement.

|  |  |  |
| --- | --- | --- |
| Item | Limit or Quantity | Description |
| Chatbot | 1 | SOW01-Multiple Variants of a Questions Paper. |
| Chatbot | 1 | SOW02-AI Powered Teaching Assistant. |
| Chatbot | 1 | SOW03-Traits of a Good Instructor |

*Table 2: Scope*

For the chatbot applications above, the scope includes the following activities:

* Comprehensive Testing for Quality Assurance
* Fine-Tuning for Enhanced Performance
* Deployment for Full-Scale Use
* Continuous Improvement Based on Expert Feedback
* Ensuring Robustness in Real-World Scenarios

### 2.2.2 TECHNICAL PREREQUISITES

The following technical prerequisites must be met prior to or during implementation to successfully complete this engagement.

|  |  |
| --- | --- |
| Item | Description |
| Project Jupyter's Python Package Index (PyPI) | Install Python and Jupyter software developed and shared by the Python community. |
| Standard web browsers. | The system will be tested against Google Chrome and Mozilla Firefox. |
| Database Software. | A single open-source database like MySQL will be used for the backend. |
| Private Cloud connectivity. | Minimum 10 Gbit/s. |

*Table 3: Technical Prerequisites*

### 2.2.3 OUT OF SCOPE

All projects, tasks, activities, and/or other responsibilities not specifically listed as a Spanda responsibility in the Engagement Phases is out of scope and considered the responsibility of the customer. Occasionally, out of scope items are discussed and explicitly identified during pre-sales and/or sales discussions. For this engagement, these include and are not limited to the following:

1. Integration with External Platforms: Integrating the Question Bank Generator with external platforms like learning management systems (LMS) or student information systems (SIS) for data exchange or synchronization.
2. Customization of User Interfaces: Spanda AI will ship its software components with its own branding with potential for minor customizations like the ability to add a logo.
   1. Customizing the user interface extensively based on individual preferences or requirements of different academic departments.
3. Advanced Reporting and Analytics: Developing advanced reporting and analytics features for tracking student performance, question effectiveness, or exam outcomes.
4. Localized Language Support: Providing extensive support for generating questions in multiple languages or dialects beyond the primary language(s) of the target university.
5. Data collection beyond what is supplied as part of standard interviews and using structured data gathering techniques.
6. Development or integration with any ML (Machine Learning) Ops.
7. Additional campus roll-out, tuning, support, etc.

Requirement tracking and change management to complete signed and agreed scope will need to re-estimate in case of any new items added resulting in changes to cost and time of the overall project.

The current solution will be deployed on a local infrastructure provided by the customer. In case of non-availability or delays in private infrastructure provisioning, cloud deployment will be considered in consultation with customer.

## 2.3 CUSTOMER RESOURCE INFORMATION

### 2.3.1 EXPECTED CUSTOMER RESOURCES

The following table provides an outline of Customer individuals' roles and responsibilities expected for this engagement.

| Role | Responsibility |
| --- | --- |
| Sponsor. | * Provides executive sponsorship, leadership, and oversight. * Makes decisions including any escalations. * Participates in Steering Committee activity. * Provides input to the engagement's outputs. * Attends kick-off, meetings and other activities as required by Spanda. |
| Project Lead (Manager) | Daily interaction with the project team. Performs customer project management and collaborates on Spanda engagement management techniques. Escalates issues as necessary.   * Provides direction to scope discussions. * Provides issue resolution and escalation. * Coordinates and directs Customer resource efforts. * Reviews and accepts deliverables. * Process milestones acceptance and project acceptance. * Participates in progress status meetings. * Ensures project requirements are completed satisfactorily. * Participates in daily and weekly meetings with Spanda engagement leadership. * Identifies, manages, closes, and escalates issues to Spanda. * Participates in impact assessments of change requests as needed. * Serves as single point of contact for project change requests as needed. |
| Academic members, educational group directors, and/or faculty directors. | Perform engagement activities such as providing knowledge transfer, knowledge sharing, information gathering, interview Q&A, data validation, etc. |

*Table 6: Required Customer Resources*

### 2.3.2 CUSTOMER CONTACT INFORMATION

|  |  |  |
| --- | --- | --- |
| Contact Name | Email | Phone |
| Prof. Krishnamurthy Bindumadhavan | k.bindumadhavan@pilani.bits-pilani.ac.in | Mobile: (91) 9966204390 |

*Table 7: Customer Contact Information*

## 2.4 ADDITIONAL TERMS

Based on parameters and/or information gathered during pre-sales activity with the customer, the following datapoints shaped the SOW.

* 1. Customer will securely manage resource tools to support the project and provide for communication, collaboration, and tracking to maintain engagement governance and ongoing Customer operations.
  2. Customer will provide the facilities and office accommodations as described in this section. The facilities will be provided at no cost to Spanda. Facilities will be accessible by Spanda personnel and pre-authorized Customer employees. Failure to provide the minimum facility requirements may impact Spanda's ability to provide Services as specified in the SOW and may result in a price adjustment. All facilities provided by Customer must meet the requirements of federal, state, and local laws and regulations.
     1. Provide a desk, phone, and network connection for the onsite Spanda team to be used for downloading patches, drivers, license keys, technical support, etc.
     2. Provide proper levels of physical access and security to Spanda personnel as needed.
  3. Customer will identify a project resource lead for all personnel coordination, communications, engagement escalations and resolutions.
  4. Customer will provide timely access to internal subject matter experts as it pertains to any aspect of this engagement.
  5. Customer will purchase required hardware, software, and licensing necessary for the engagement to be successful to facilitate the design.
     1. Ongoing system availability is the responsibility of Customer.
  6. Customer will assure meetings/sessions are attended by required Customer employees and/or third-party resources within reasonable scheduling and notification.
  7. Customer will provide all resources, materials, and documentation as requested by Spanda within a reasonable 24-48 hours or as mutually determined during the engagement.
  8. Appropriate levels of Role-Based Access Control (RBAC) to systems, data, and technology as requested by Spanda to fulfill the engagement requirements.
     1. This may include root or administrator access to IT resources involved with the implementation where required.
  9. Customer is responsible for backup and recoverability of their data associated with this engagement.
     1. Spanda will not be responsible for any lost data or revenues resulting from Customer's failure to ensure data protection.
  10. Customer will communicate their change management process where needed for implementing changes per this engagement.

# 3 ASSUMPTIONS

1. Requirements have already been gathered and will be used as input to this Statement of Work.
2. Customer is responsible for provisioning production infrastructure.
3. 30% to 50% involvement from Customer with one resource or multiple resources to act as a project manager, and/or SME. This cost is not included in the Payment Terms Table.
4. The Project Manager role is part-time.

# 4 RESTRICTIONS ON COPY AND REVERSE ENGINEERING

1. Customer shall not copy the Deliverables without Spanda AI’ prior written consent (which may be withheld in Spanda AI’ sole discretion), except as necessary to carry out its rights and obligations and except for incidental copies created as part of a typical system-level backup. Customer shall not remove, alter, cover or obfuscate any logo, trademark notice or other proprietary rights notices or labels placed or embedded by Spanda AI on or in any package or any of the items contained therein, without Spanda AI’ prior written consent (which may be withheld in Spanda AI’ sole discretion). All copies and partial copies of the Deliverables shall include Spanda AI’ copyright and other proprietary markings.
2. Customer shall not modify, enhance, translate, alter, tamper with, upgrade or create derivatives works of the Deliverables or translate, disassemble, reverse engineer, or otherwise derive the source code from the Deliverables or any component of the Deliverables, except to the extent such prohibition is restricted by applicable law despite this restriction.
3. Customer shall not, and agrees not to, make or authorize any attempt to (i) misuse or use the Deliverables in a manner that differs from authorized uses described in the applicable SOWs, if any, or as otherwise communicated by Spanda AI from time-to-time, or (ii) otherwise tamper with the Deliverables.
4. Additional Terms Governing Intellectual Property Rights.  The parties acknowledge and agree that the SOWs may set forth additional terms and conditions governing the parties’ inter se rights and obligations under this Article 6 (Intellectual Property).  Without limitation to the foregoing, the parties agree that, where applicable, Spanda AI will provide license to use its software to Customer pursuant to an end user license agreement in the form set forth on the Spanda AI website [www.spanda.ai/eula](http://www.spanda.ai/eula) page.

# 5 APPROVAL AND ACCEPTANCE

Customer shall approve and accept work products ("output" or "deliverable") set forth in the SOW Engagement Phases. Output(s) will be approved and accepted with an email signoff using the following process:

1. The Deliverable will be provided to Customer’s project lead. It is the Customer project lead's responsibility to furnish accessibility, if needed, to other customer stakeholders.
2. Customer project lead will either approve the Deliverable or provide Spanda a list of requested changes within ten (10) business days.
3. If Customer has not provided written approval or rejection within the 10 business days, Spanda will escalate to Customer's Senior Management. If Customer has not provided written approval or rejection within 5 business days after escalation, the Deliverable shall be deemed approved.

If a Deliverable is subject to specific test and acceptance criteria, Customer shall test it within 5 business days ("Testing Period") to determine material conformance with the defined specifications set forth for such deliverable. The Deliverable shall be deemed accepted unless Customer provides written notice to Spanda of its rejection during the Testing Period. Customer must provide specificity as a basis for such rejection.

If such Deliverable fails to conform to the applicable specifications in any material respect, Spanda at its own expense shall have up to twenty (20) business days to cure such non-conformance with the applicable specifications. Customer will retest pursuant to the terms set forth previously.

If, after repeated attempts, Spanda is unable to remedy the non-conformance, either party shall have the right to terminate the Agreement upon fifteen (15) days prior written notice.

# 6 CHANGE MANAGEMENT

Any change to this SOW, whether cost impacting or not, will be mutually coordinated by both Customer and Spanda. Change Requests will be processed under the Spanda Change Management process as defined in this section. Approval by either party will not be unreasonably withheld. Spanda will provide the following Change Management activities:

* Create and process SOW Change Request(s).
* Analyze impact of proposed changes, including cost, effect on existing service delivery, effect on current Customer project environment and process.
* Create attachments to existing SOW for future changes.
* Create Change Orders upon acceptance of Change Request.
* Maintain file copies of all Change Requests and Change Orders.

The Change Request Form provided in the Appendix section will be the mechanism for communicating change to the SOW. If a change to the systems, service levels, operational processes, or manner of delivering the Services is requested or required, the Customer or Spanda will prepare a Change Request that describes the reason for the change, and the anticipated impact of the change. This could include such items as any anticipated performance or cost impacts. The Requester must document in detail the change to be made. When completed, the Change Request Form must be forwarded to the appropriate Spanda leadership contact for further action. Upon approval, any such change will be set forth in a written Change Request signed by both parties. The change will be documented and made part of this SOW, or the change process may be used to add a SOW to the Agreement.

A Change Request is appropriate in the following examples:

* Changes to environment, scope, management, and performance of projects, milestones, tasks, systems, service levels.
* Adding resources, scope, projects, new services, tasks.
* Management and control of hardware and software changes.
* Adjustments to baselines, assets, volumes, or other areas where change over time results in the need to adjust pricing.
* Adding, deleting, and/or changing sites where services are provided, or the nature of services provided at a site.

The process set forth in the following list will be followed if a change to this SOW is requested or additional services are to be provided. Customer and Spanda contacts will review the proposed change within ten (10) business days and one of the following actions will be taken:

* Approve implementation or develop a strategy for implementation depending upon the scope of the change.
* Reject the change.
* Decide to investigate further or escalate.

Based upon the type and scope of change requested and the urgency associated with the request, it may be determined that an executive-level discussion is appropriate. The project lead within both organizations will be responsible for escalating within Customer and Spanda. Until agreement can be reached on the implementation of the requested change, or if agreement cannot be reached, activities will continue to be performed according to the current SOW terms or documented and priced levels of work.

If Spanda believes an operational change is required and Customer does not agree to the change (or the applicable change request), Spanda will be relieved of any affected Service Levels. Any additional resources or costs expended or incurred to address the failure to make the change will be treated as an additional service. Notwithstanding the foregoing, Spanda may make changes to the Services, the standards, operation procedures, allocation, and quantity of system resources used and administrative and operational processes that do not have a material adverse effect on the Service Levels or cause an increase to the fees without the consent of Customer.

# 7 FEES

## 7.1 PAYMENT SCHEDULE AND TERMS

* Fee Type: Fixed fee established by a pre-sales budgetary estimate.
* Billing and Payments will occur in US Dollars according to the table in this section.
* Condition of payment is based on completion of objectives outlined in this SOW.
* Spanda will invoice Customer on the milestones outlined below.
* Invoice may be based on percentage complete plus any travel-related expenses and taxes incurred, where applicable.
* Customer's billing details are as set out in the table below or as notified in writing by Customer.
* Customer consents to receiving invoices via email.
* Associated budget and cost estimations assumed that work will be performed at the location(s) indicated in the Site Information section.
* The aggregate charges for services under this SOW will not exceed the estimated total below without the prior written authorization of the parties.

The cost estimates do not include hardware or hosting costs. It is Spanda's assumption that Customer will be provisioning the environment. Spanda can participate in and support sizing estimates if needed.

Any hardware costs associated with projects can be significant; it is important to discuss the costs and provision the environment at project start so that developers have a usable environment (where applicable).

| Milestone | Percentage of Project Payment | Total Price $ USD |
| --- | --- | --- |
| Month 1 of 6 Maintenance | 16.67% | $2,000 |
| Month 2 of 6 Maintenance | 16.67% | $2,000 |
| Month 3 of 6 Maintenance | 16.67% | $2,000 |
| Month 4 of 6 Maintenance | 16.67% | $2,000 |
| Month 5 of 6 Maintenance | 16.67% | $2,000 |
| Month 6 of 6 Maintenance | 16.67% | $2,000 |
|  | **Total** | **USD $12,000** |

*Table 9: Payment Schedule*

## 7.2 TRAVEL AND EXPENSE

Customer will reimburse Spanda for actual, reasonable travel costs incurred by Spanda in connection with performing the work in this SOW. The estimated travel and expenses are identified in the Payment Terms Table, above. However, Customer will only be billed for actual expenses. Reasonable travel expenses will be reimbursed by Customer. Travel and Expenses are defined as all expenses, including but not limited to:

* Travel to and from Customer sites such as airfare and vehicle services.
* Meals.
* Necessary office supplies
* Lodging.
* Parking and tolls.
* Reasonable sundry and direct expenses.
* Mileage and other Travel and Expenses charges will be based on Spanda policy.

## 7.3 WORK HOURS

Regular Work Hours – Monday through Friday, 8 a.m. to 5 p.m. local time to customer, excluding Spanda-observed holidays. On an exception basis, Spanda personnel may work alternate hours pending approval by the Spanda leadership team.

Generally, if a holiday should fall on a Sunday, it will be observed on the following Monday. If a holiday should fall on a Saturday, it will be observed on the Friday beforehand.

# 8 SIGNATURES

The contents of this SOW accurately define the full scope of work to be completed.

The scope of work for this project will become enforced when this SOW is agreed upon and signed by both authorized Spanda and Customer representatives within thirty [30] days from October 15, 2024. The scope, term, deliverables, and/or fees may change because of delays in signing this SOW beyond the 30-day period.

Accepted and agreed to:

|  |  |  |
| --- | --- | --- |
| **Spanda:** |  | **Customer:** |
| BY: |  | BY: |
| (Signature) |  | (Signature) |
|  |  |  |
| (Print Name) |  | (Print Name) |
|  |  |  |
| (Print Title) |  | (Print Title if signing on behalf of an entity) |
| (Date) |  | (Date) |

# APPENDICES

## APPENDIX A - MILESTONE ACCEPTANCE FORM

Milestone Information

|  |  |
| --- | --- |
| Date: |  |
| Initiated by: |  |
| Customer: |  |
| Project Name: |  |
| Project Number (SOW reference): |  |
| Milestone Description: |  |

**Signoff**

I, , certify that I have full authority to sign this Milestone Acceptance on behalf of Customer. The tasks and Deliverables have been reviewed by me and fully meet the objectives expressed by Spanda's SOW .

Milestone completed for invoicing:

* [Milestone Name as per the Fees Section] for $[dollar amount as per the Fees Section]
* Continue if more than one milestone…

The undersigned acknowledges completion and acceptance of the above referenced milestone. In addition, by signing below, Customer authorizes Spanda to invoice the Services incurred per the SOW invoicing terms.

The signed provision of this Milestone Acceptance Form or the failure to provide a Non-Compliance Notice within 5 days after receipt of the document from Spanda shall constitute acceptance by Customer to commence invoicing. Customer may not withhold its acceptance of the Milestone because of defects therein that do not materially affect the performance or functionality thereof.

[Signatures on next page]

Acknowledged and accepted by:

|  |  |  |
| --- | --- | --- |
| **Spanda:** |  | **Customer:** |
| BY: |  | BY: |
| (Signature) |  | (Signature) |
|  |  |  |
| (Print Name) |  | (Print Name) |
|  |  |  |
| (Print Title) |  | (Print Title if signing on behalf of an entity) |
| (Date) |  | (Date) |

Please return the signed Milestone Acceptance Form to the following Spanda AI, Inc. representative:

## APPENDIX B - CHANGE REQUEST FORM

The following form is the mechanism used in the Spanda Change Management program and as described in the SOW “Change Management” section.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Change Request ID | Request Date: | | Customer: | SOW ID: |
|  |  | |  |  |
| Project: |  | | PO #: |  |
| Requester Name: |  | | Phone: |  |
| Description of Change: | | | | |
|  | | | | |
| Justification / Impact if not approved: | | | | |
|  | | | | |
| Impacted SOW sections | | Impact / Change / Activity | | |
|  | |  | | |
|  | |  | | |
|  | |  | | |
|  | |  | | |
|  | |  | | |
| Category of Change | | Impact / Change | | |
| Cost | |  | | |
| Schedule | |  | | |
| Labor - Spanda | |  | | |
| Labor - Customer | |  | | |
| Responsibilities | |  | | |
| Spanda Approval | | | | |
| Name | Title | | Signature | Date |
|  |  | |  |  |
| Customer Approval | | | | |
| Name | Title | | Signature | Date |
|  |  | |  |  |
| BY ACCEPTING THIS CHANGE REQUEST, CUSTOMER AGREES TO PAY FOR THE ABOVE OUTLINED ADDITIONAL SERVICES AND TO PROVIDE QUALIFIED CUSTOMER EMPLOYEES TO SUPPORT THE CHANGE. | | | | |

*Spanda Change Request Form*

## APPENDIX C - USER JOURNEY

1. **Login (SSO):**Users (Content Authors, Reviewers, Admins) securely access the system using SSO, simplifying authentication and enhancing security. It provides a seamless login experience across different modules.
2. **Role-Based Access:**Content authors create and submit questions, reviewers provide feedback and approve/reject them, and admins manage roles, permissions, and system settings. Each role has specific access rights.
3. **Question Creation:**Authors create questions in various formats like Multiple Choice, True/False, and Essays. AI suggestions can assist in generating questions, which authors can then edit before submission.
4. **Submission & Review:**Authors submit questions for anonymous review, and reviewers provide feedback, approve or reject them, and notify authors through an integrated notification system.
5. **Centralized Question Bank:**Approved questions are stored in a centralized repository, making them easily retrievable for future use, integration with other platforms, and detailed analysis.
6. **Analytics & Reporting:**The system tracks key metrics like question usage, performance, and reviewer feedback. This helps in improving content quality and optimizing future question creation.

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## APPENDIX D - INPUT DATA

**Course Data:**Course data is automatically pulled from the e-learning portal, ensuring that content authors have access to up-to-date and relevant information. This integration allows for seamless context during question creation, enabling authors to align their questions with course objectives and material.

**Question-Related Information:**The system includes parameters for categorizing questions based on various criteria such as difficulty level, question type, and the total number of questions. This structured organization aids reviewers in evaluating questions and helps authors create a balanced set of questions that meet the needs of diverse learners.

**Course-Related Data:**Each question is associated with specific course-related information, including the name of the course and its corresponding course code.

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