

## 1 PROJECT OVERVIEW

This Statement of Work (“SOW”) outlines the Deliverables and parameters for the Delivery of Services (“Engagement”) for Blackbaud Raiser’s Edge NXT® (“Solution”). This SOW is governed by the terms and conditions stated on the Order Form.

### 1.1 Executive Summary

Blackbaud will make available resources to deliver Services outlined in section 3.

### 1.2 Best Practice Approach

Client has agreed to a tailored, best practice approach, which leverages Blackbaud’s extensive industry knowledge to provide Client with a prescriptive approach to the project by recommending business processes and efficiencies. Utilizing this Solution may require adjustments to Client’s existing standard operating procedures to benefit from the best practice system design.

## 2 ASSUMPTIONS AND CLIENT RESPONSIBILITIES

The performance of Services, timing, resources, and fees associated with this SOW are based on the assumptions and Client responsibilities set forth below when applicable. Should any of these assumptions not be fully realized, or should Client fail to timely perform its responsibilities below and elsewhere in this SOW, a Change Order may be required.

1. Client shall provide resources to fill the following core roles:
  - a. Primary Contact, who will work with Blackbaud to coordinate meeting resources, assist with task planning, help resolve issues and manage risk, provide feedback for initiative prioritization, assist with roadmap production and ensure that appropriate management approvals are obtained in a timely manner
  - b. Business and Technical Subject Matter Experts (SMEs) as reasonably required to attend various sessions. SMEs will provide knowledge and insight into the data, processes, and tools for each activity being investigated. Additionally, Client resources will be available as reasonably required to provide follow up materials and answer questions after sessions have concluded and to provide feedback on associated Deliverables.
2. Client shall make all service requests covered in this SOW with reasonable lead time in advance of the deadline. Lead times will vary depending on the nature of the request. Blackbaud and Client will work together to develop mutually agreed-upon timelines for work requests.
3. Client shall provide Blackbaud with timely and complete access to, and ensure the availability of, all Client personnel, data, documentation, information, standards, systems, and other resources that may be reasonably necessary for Blackbaud to perform the Services.

4. Client will cooperate with Blackbaud in taking actions and executing documents, as appropriate, to achieve the objectives of this SOW. Client agrees that Blackbaud's performance is dependent on Client's timely and effective cooperation with Blackbaud. Accordingly, Client acknowledges that any delay by Client may result in Blackbaud being released from an obligation or scheduled deadline or in Client having to pay additional fees for Blackbaud's agreement to meet a specific obligation or deadline despite the delay.
5. Client's business leaders will be responsible for timely decision making, critical issue resolution, and efforts to promote this Engagement internally
6. Client and Client's non-Blackbaud vendor(s) will use reasonable efforts to respond to questions or requests within one business day
7. Client will notify the appropriate vendors and make the necessary arrangements for Blackbaud to conduct interviews to gather details about each vendor's processes as needed
8. Blackbaud and Client will both be responsible for activities within the project that do not require acceptance; however, timely completion of the project may be dependent on the completion of these activities.
9. Completion of Deliverables assumes Client resources (e.g., business leaders, team members, IT resources, SMEs, vendors, etc.) are available to support activities such as workshops, meetings, document review sessions, etc. If Client resources cannot provide adequate time, the Deliverable schedule and activities are subject to change.
10. Blackbaud is not responsible for any modification made to any Deliverable by Client or a third party
11. Client is responsible for the completeness and correctness of all documentation presented to Blackbaud and shall verify the accuracy or completeness of the information provided
12. Client is responsible for the accuracy of all data presented to Blackbaud
13. Client is responsible for extracting data from any of Client's legacy systems
14. Client will be responsible for obtaining all necessary license(s) and use rights for any such items that will be utilized by Blackbaud in connection with Services delivered and to provide Blackbaud legal access thereto
15. Client will submit files via Secure FTP. The following file formats are acceptable: txt, csv, xls, or xlsx. A Change Order may be required if other file formats are needed.
16. Client agrees to adapt its business practices and processes to support standard system functionality wherever possible
17. Blackbaud will not perform any Services requested by Client that are not supported by standard and generally available functionality within the Solution(s)
18. Services specified in this SOW apply to one instance or database only, unless otherwise specified
19. No Blackbaud travel is required for the performance of Services, unless mutually agreed-upon by Blackbaud and Client
20. Services will be performed remotely on the Solution(s). In order to facilitate the work, Client agrees to provide a remote connection to the Solution(s). This connection can be via access through terminal services or a workstation connected to its server with a broadband Internet connection.
21. Any Deliverable that requires more than 40 hours of effort, as determined through the course of the Engagement, will require a separate SOW

### 3 BLACKBAUD SERVICES

The implementation includes the following Deliverables:

- Configuration and deployment of the Solution with the guidance of a Blackbaud Business Consultant
- Secure hosting of the Solution

Area	Description
<b>Project Management</b>	<ul style="list-style-type: none"> <li>• Hold a kickoff call to review the SOW and the project implementation methodology</li> <li>• Discuss mission, strategies, outcomes, and implementation requirements</li> <li>• Establish the project timeline, incorporating training and blackout dates</li> </ul>
<b>Design</b>	<ul style="list-style-type: none"> <li>• Review high-level business requirements based on areas listed in the functional configuration section of the Solution</li> <li>• Review the Solution pre-implementation workbook and suggest best practice recommendations to be included in the configuration</li> <li>• Discuss reporting and output needs to confirm data mapping</li> <li>• Review testing tools available to Client for independent testing</li> </ul>
<b>System Configuration and Administration</b>	<ul style="list-style-type: none"> <li>• Blackbaud will guide the Client through the configuration of settings in the Solution</li> <li>• Blackbaud will guide Client through configuring security based on the pre-implementation workbook. (Up to two security groups and roles)</li> <li>• Blackbaud will guide the configuration of users and associate users to the appropriate security groups and roles (Up to three users)</li> </ul>
<b>Functional Configuration</b>	<p>Blackbaud will guide Client through each of the following in the Solution database:</p> <p><b>Constituent and Gift Data Management</b></p> <ul style="list-style-type: none"> <li>• Best practices for data entry to maintain the integrity of Solution</li> <li>• Constituent codes for supporter segmentation</li> <li>• Campaign, fund, appeal, and package structure</li> <li>• Recurring giving</li> <li>• Tribute giving</li> <li>• Gift receipting options</li> </ul> <p><b>Segmentation and Outputs</b></p> <ul style="list-style-type: none"> <li>• List-building capabilities and data extraction</li> <li>• Fundraising reporting</li> <li>• Executive reporting</li> </ul> <p><b>Multi-Channel Communications</b></p> <ul style="list-style-type: none"> <li>• Email marketing</li> <li>• Mailing management including acknowledgment letters</li> <li>• Appeal/solicitation strategy</li> </ul> <p><b>Prospect Management</b></p> <ul style="list-style-type: none"> <li>• Identification of potential supporters utilizing wealth ratings</li> </ul>

Area	Description
	<ul style="list-style-type: none"> <li>• Interaction strategy for prospects</li> <li>• Portfolio management within the Work Center including the setup of fundraisers (up to two)</li> </ul> <p><b>Event Management</b></p> <ul style="list-style-type: none"> <li>• Setup of one event record in Web View, including the review of event categories and other event details</li> <li>• Registration pricing</li> <li>• Participant management</li> <li>• Online registration form</li> </ul>
<b>Modules Functional Configuration</b>	<p>Blackbaud will guide the Client through the configuration of one additional module:</p> <p><b>Additional Modules Options:</b></p> <ul style="list-style-type: none"> <li>• Planned Gift Tracker</li> <li>• Volunteer</li> <li>• Alumni</li> <li>• Memberships</li> </ul>
<b>Data Enrichment Tools</b>	<p>Blackbaud will provide a high- level overview of the tools located in the Data Health Center, along with resources to the following:</p> <ul style="list-style-type: none"> <li>• Data Health Scorecard</li> <li>• AddressFinder</li> <li>• EmailFinder</li> <li>• PhoneFinder</li> </ul> <hr/> <p><b>Note</b> — Blackbaud is not responsible for implementing or running these Data Enrichment Tools.</p> <hr/>

### 3.1 Completion of Services

At some point during the project after Acceptance, each Deliverable will be transitioned to Client and will no longer be within the control of Blackbaud Services. This is the Completion of Services date.