



TaskUs Training Simulators

ForgeFX proposes the following phased implementation approach to develop a scalable portfolio of training solutions supporting TaskUs' Last Mile Delivery (LMD), Emergency Response Team (ERT), and Ops App training initiatives. Each solution is designed to improve operational readiness through immersive simulation-based training or interactive application-based workflow training, as appropriate for the operational objectives of each program.

Each implementation is structured as a progressive series of phases that build directly upon one another. Capabilities developed during the Interactive Functional Prototype evolve into the Production-Ready Pilot, which establishes the foundation for a reusable commercial training platform. Subsequent phases expand the platform with additional reusable functionality before introducing customer-specific customizations tailored to individual autonomous vehicle programs. This phased approach reduces implementation risk while maximizing the long-term value of TaskUs' investment through a reusable and extensible training architecture.

Recognizing that requirements and priorities often evolve throughout software development, ForgeFX also offers an Agile Time and Materials (T&M) engagement model as an alternative to fixed-scope phase execution. Under this approach, development proceeds through short iterative sprints with regular demonstrations, stakeholder feedback sessions, and collaborative prioritization of upcoming work. This model allows TaskUs to validate concepts quickly, refine requirements as the platform matures, accelerate delivery of high-value functionality, and maintain flexibility as business needs or customer opportunities evolve.

Any fixed-price phase will be governed by a separate Statement of Work defining final deliverables, assumptions, exclusions, customer dependencies, acceptance criteria, review cycles, and change-control procedures. Costs shown are per workstream unless otherwise noted. ForgeFX is prepared to execute these efforts as discrete fixed-price phases or through a collaborative Agile T&M engagement, depending on TaskUs' preferred procurement and development strategy.

Planning Assumptions

Project schedules assume:

- Timely access to TaskUs subject matter experts.
- Availability of application references, workflows, SOPs, and training materials.
- Consolidated stakeholder feedback and approvals.
- Review comments returned within approximately three business days unless otherwise agreed.

Delays in receiving required information, access, decisions, or approvals may result in corresponding schedule adjustments.

Phase Implementation

Each phase may be executed independently or as part of a larger phased implementation strategy. Later phases generally assume completion of preceding phases unless otherwise agreed. Multiple workstreams may be executed concurrently depending upon TaskUs priorities, resource availability, and project objectives.

STAGE	ADR (LMD ROBOT) SIMULATOR	ERI (ERT) SIMULATOR	OPS APP (ROADSIDE) SIMULATOR
Phase 0: Interactive Functional Prototype	Rapidly develop an interactive mock-up to validate the core training concept and gather stakeholder feedback before production development begins. This collaborative phase is intended to visualize workflows and user interactions rather than deliver production-quality software. Deliverables may include: - One representative driving workflow Placeholder or prototype-quality user interface elements - Limited controller interaction demonstrating remote operation - Limited environmental art and representative assets - One simplified nighttime driving sequence - Preliminary road rule interaction (e.g., stop sign or traffic signal) - Interactive demonstration suitable for design reviews and stakeholder feedback The prototype is intentionally constrained and is not intended to be production-ready, visually polished, fully optimized, or feature complete. Its primary purpose is to establish alignment, validate the training approach, and reduce project risk before entering full development. Timeline: 4 weeks Cost: \$20,000	Rapidly develop an interactive operational workflow prototype that illustrates how Emergency Response Team specialists navigate incident communications and reporting activities within a unified training environment. This collaborative phase is intended to explore user experience, information flow, and reporting interactions while enabling early stakeholder feedback and design refinement. Deliverables may include: - One representative incident workflow - Placeholder or prototype-quality user interface elements - Simplified call and chat interactions - Basic ERI form interaction and navigation - Preliminary checklist-based evaluation concepts - Interactive demonstration suitable for design reviews and stakeholder feedback Rather than focusing on production quality or visual polish, this phase emphasizes collaborative refinement of the training workflow, allowing TaskUs and ForgeFX to validate assumptions, identify improvements, and establish a shared vision before full-scale platform development begins. Development will be structured for collaboration and quick iteration within the allotted period of performance. Timeline: 3 weeks Cost: \$10,000	Rapidly develop an interactive prototype that demonstrates the core Roadside Assistance application workflow and validates the overall training concept before production development begins. This collaborative phase is intended to visualize user interactions, application navigation, and scenario flow rather than deliver production-quality software. Deliverables may include: - One representative roadside assistance incident workflow (e.g., vehicle stranding) - Placeholder or prototype-quality mobile application interface - Representative map view and incident notification - Basic navigation between application screens - Sample checklist interaction and workflow progression - Representative alerts, status updates, and user prompts - Interactive demonstration suitable for design reviews and stakeholder feedback Rather than focusing on production-quality software or complete application functionality, this phase emphasizes collaborative refinement of the user experience, allowing TaskUs and ForgeFX to validate assumptions, refine workflow logic, and establish a shared vision before full-scale development begins. Timeline: 3 weeks Cost: \$10,000

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Phase 1: Production-Quality Pilot	Develop a production-quality pilot that establishes the core architecture and functionality for a commercial remote driving training solution while providing a polished demonstration suitable for leadership review and limited user evaluation. - One scripted nighttime driving route approximately 5 minutes in duration - First-person robot camera perspective representative of real-world teleoperation - Single controller implementation (e.g., Xbox controller) for robot operation - One generic delivery robot model representative of current LMD use cases - One representative U.S. urban environment with sidewalks, streets, and environmental scenery - At least one U.S. road rule interaction, such as a stop sign or traffic signal - Basic pedestrian and vehicle interactions to demonstrate situational awareness - Representative low-light visibility effects, including street lighting and headlight/glare conditions - Basic performance feedback demonstrating the potential for future trainee evaluation The pilot establishes the technical, content, and user-experience foundation for future expansion. Timeline: 8 weeks ROM Cost: \$75,000 depending on custom scope requested	Develop a production-quality pilot that transforms the validated workflow concepts into a functional operational training experience capable of supporting leadership demonstrations and initial user evaluation while establishing the baseline architecture for future platform expansion. The pilot will include: - One scripted collision incident scenario - Integrated call and chat interactions representative of an active ERT workflow - Interactive ERI form completion with representative data entry fields - Basic checklist-based scoring evaluating information capture and report completion - Missed-item and post-scenario feedback demonstrating learner evaluation capabilities - One trainee experience focused on guided procedural execution - Reusable architecture designed to support expansion into a broader training platform The pilot establishes the baseline technical and training framework upon which additional scenarios, enterprise capabilities, integrations, and customer-specific workflows may be developed. Timeline: 5 weeks ROM Cost: \$50,000 depending on custom scope requested	Develop a production-quality training application that replicates the core functionality and user experience of the operational Ops App for controlled technician familiarization, workflow practice, and stakeholder evaluation. The pilot will include: - Production-quality mobile application interface modeled after the operational workflow - One complete scripted roadside assistance scenario - Interactive incident notifications and assignment workflow - Representative map navigation and vehicle status displays - Dynamic checklist completion and workflow validation - Required user inputs and decision points - Scenario completion tracking with basic feedback - Reusable application architecture designed to support future scenario expansion The pilot establishes the baseline technical and training framework upon which additional workflows, enterprise capabilities, integrations, and customer-specific functionality may be developed. Timeline: 5 weeks ROM Cost: \$50,000 depending on custom scope requested

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Phase 2A: Generic Commercial Training Platform	Expand the pilot into a reusable remote driving training platform suitable for multiple autonomous delivery programs. Phase 2A will include: • 3 scripted training routes representing common urban delivery scenarios • Daytime and nighttime operation utilizing a common environment • One controller type (e.g., Xbox controller) with configurable input mapping • 8 representative U.S. road rule interactions, such as stop signs, traffic signals, crosswalks, and yielding scenarios • Basic pedestrian and vehicle traffic behaviors to introduce situational awareness challenges • Structured trainee evaluation with pass/fail criteria and performance scoring • Trainer review capabilities including trainee progress tracking and score summaries • Basic reporting dashboard with completion status and performance metrics • Reusable architecture designed to support future scenario expansion and customer-specific customization • Assumes use of a single generic delivery robot model and a single urban training environment for the initial commercial platform. The platform will remain intentionally customer agnostic and provide a common training foundation that can be leveraged across multiple autonomous delivery clients. Timeline: 16 weeks ROM Cost: \$200,000+ depending on custom scope requested	Expand the production-ready pilot into a reusable operational training platform capable of supporting Emergency Response Team programs across multiple autonomous vehicle customers: • Trainer and trainee dashboards supporting learner management and simulation execution • Integrated call and chat workflows representative of ERT operations • Interactive ERI reporting workflows with structured data entry and validation • 3 scripted operational scenarios representing common incident types • Checklist-based evaluation and performance scoring • Basic trainee progress tracking and reporting analytics • Administrative tools for assigning simulations and reviewing learner performance • Reusable architecture designed to support future customer-specific customization The resulting platform is intended to provide a standardized operational training foundation that can be deployed across multiple autonomous vehicle programs while remaining independent of any one client's proprietary workflows. Timeline: 12 weeks ROM Cost: \$200,000+ depending on custom scope requested	Expand the production-ready pilot into a reusable application training platform capable of supporting multiple roadside assistance workflows across autonomous vehicle programs. Phase 2A will include: • Trainer and trainee dashboards supporting simulation management • Four representative roadside assistance scenarios (e.g., vehicle stranding, collision response, disabled vehicle recovery, roadway obstruction) • Interactive application workflows with branching decision paths • Dynamic checklists and workflow validation • Scenario progression based on trainee selections • Basic trainee progress tracking and reporting • Administrative tools for assigning scenarios and reviewing learner performance • Reusable architecture designed to support future customer-specific customization The resulting platform provides a standardized application training environment that enables technicians to repeatedly practice operational workflows while remaining independent of any single customer's proprietary implementation. Timeline: 10 weeks ROM Cost: \$180,000+ depending on custom scope requested

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Phase 2B– Generic Platform Expansion	Expand the generic commercial training platform with additional reusable content and increased operational realism. Scope may include: • 5 additional scripted training routes covering a broader range of operational scenarios • Expanded day, nighttime, and low-light driving conditions • 10 Additional U.S. road rule interactions, such as yielding, crosswalks, lane navigation, and intersection management • Configurable weather conditions, including representative rain or fog effects • Enhanced pedestrian and vehicle behaviors introducing greater operational complexity • Scenario variability through alternate starting locations and route configurations • Expanded trainee evaluation metrics and performance analytics • Enhanced trainer review capabilities and reporting dashboards • Reusable architecture designed to support future customer-specific extensions Phase 2 continues to remain customer agnostic while increasing training depth and operational realism across multiple autonomous delivery programs. Timeline: 16 weeks ROM Cost: \$250,000+ depending on custom scope requested.	Build upon the generic commercial platform by introducing additional reusable training content, operational depth, and instructor insight capabilities: • 5 additional operational scenarios covering a broader range of incident types • Expanded communication workflows and escalation paths • Enhanced reporting dashboards and learner analytics • Scenario variability through configurable conditions and branching outcomes • Cohort reporting and performance trend analysis • Expanded trainee evaluation metrics • Additional reusable training content supporting broader autonomous vehicle operations The objective of this phase is to broaden the platform's training value while preserving a common architecture that can be leveraged across a diverse customer base. Timeline: 12 weeks ROM Cost: \$225,000+ depending on custom scope requested	Expand the generic training platform with additional reusable content, operational workflows, and instructor capabilities. Phase 2B may include: • Additional roadside assistance scenarios covering a broader range of operational events • Expanded workflow branches and alternate scenario outcomes • Enhanced application interactions and conditional logic • Additional reporting dashboards and learner analytics • Scenario authoring capabilities for creating new workflows • Cohort reporting and performance trend analysis • Expanded trainee evaluation metrics • Additional reusable training content supporting broader autonomous vehicle operations The objective of this phase is to broaden the platform's training value while preserving a reusable application architecture that can be leveraged across multiple autonomous vehicle programs. Timeline: 10 weeks ROM Cost: \$200,000+ depending on custom scope requested

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Phase 3 – Customer-Specific Customization	Adapt the generic commercial training platform to the unique operational requirements of an individual autonomous delivery customer. Depending on customer needs, this phase may include: • Customer-specific robot models and vehicle characteristics • Customer-specific controller mappings and input schemes • Customer-specific user interface elements and workflows • Customer-specific operating procedures and training objectives • Customer-specific environments, routes, and mission types • Customer-specific branding and visual identity • Customer-specific evaluation criteria and reporting requirements • Customer-specific scenarios and operational edge cases • Integration with customer-provided documentation or business processes where applicable Each customer-specific implementation would build upon the common platform established in earlier phases while preserving a reusable core architecture for future deployments. Timeline: As Required ROM Cost: \$75,000 to \$250,000+ depending on custom scope requested.	Tailor the generic operational training platform to the processes, procedures, and reporting requirements of an individual autonomous vehicle customer. Depending on customer needs, this phase may include: • Customer-specific ERI forms and reporting workflows • Customer-specific communication procedures and escalation paths • Customer-specific user interfaces and branding • Customer-specific standard operating procedures (SOPs) • Customer-specific incident scenarios and operational edge cases • Customer-specific personas and role-based interactions • Customer-specific evaluation criteria and reporting requirements • Integration with customer-provided documentation or business processes where applicable Each customer-specific implementation would build upon the common platform established in earlier phases while preserving a reusable core architecture for future deployments. Timeline: As Required ROM Cost: \$50,000 to \$200,000+ depending on custom scope requested.	Adapt the generic application training platform to the unique operational requirements of an individual autonomous vehicle customer. Depending on customer needs, this phase may include: • • Customer-specific application user interface and branding • Customer-specific roadside assistance workflows • Customer-specific checklists and operating procedures • Customer-specific incident scenarios and edge cases • Customer-specific reporting requirements • Customer-specific administrative workflows • Integration with customer-provided documentation and business processes where applicable Each customer-specific implementation builds upon the common platform established in earlier phases while preserving a reusable core architecture for future deployments. Timeline: As Required ROM Cost: \$50,000 to \$200,000+ depending on custom scope requested