

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 15.2
(ID # 13724)

MEETING DATE:

Tuesday, February 09, 2021

FROM: (RUHS) RIVERSIDE UNIVERSITY HEALTH SYSTEM:

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM (RUHS) - MEDICAL CENTER: Ratify and Approve Amendment No. 7 to the Master Services Agreement with Loma Linda University Shared Services (LLUSS) for New Statements of Work for the EPIC Electronic Health Records System for \$3,026,182, effective March 15, 2020 through September 21, 2021; All Districts. [Total Cost Increase \$3,026,182, up to \$302,618 in additional compensation - 27.5% Hospital Enterprise Fund – 40050; 72.5% CARES Act]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and approve Amendment No. 7 to the Master Services Agreement with Loma Linda University Shared Services for implementation of new Statements of Work to the EPIC Electronic Health Records System, required for the COVID-19 pandemic response, including contact-less modules, EPIC Patient Check-In, EPIC Dentistry and the EHR transition for Public Health, for \$3,026,182 increasing the total contract to \$62,617,903, effective March 15, 2020 through September 21, 2021, and authorize the Chairman of the Board to sign the Amendment on behalf of the County; and
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved by County Counsel to sign amendments that exercise the options of the original Agreement including modifications of the statement of work that stay within the intent of the Agreement; and sign amendments to the compensation provisions that do not exceed the sum total of ten percent (10%) of the total cost of Amendment No. 7.

ACTION: Policy


Jennifer Cruikshank, Chief Executive Officer - Health System 1/13/2021

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Hewitt and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez, and Hewitt
Nays: None
Absent: None
Date: February 9, 2021
xc: RUSH-MC

Kecia R. Harper
Clerk of the Board

By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 2,194,602	\$ 831,580	\$ 3,026,182	\$0
NET COUNTY COST	\$0	\$0	\$0	\$0
SOURCE OF FUNDS: 27.5% Hospital Enterprise Fund – 40050, 72.5% CARES Act			Budget Adjustment:	No
			For Fiscal Year:	20/21-21/22

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The requested Board action will approve a Seventh Amendment to the Master Service Agreement with Loma Linda University Shared Services (LLUSS) to implement, install and integrate Statements of Work for the EPIC Electronic Health Records (EHR) system in response to the COVID-19 pandemic, in the amount of \$3,026,182.

The COVID-19 pandemic created an immediate need for “contact-less” systems, “paper-less” transactions and technologies to promote and enhance social distancing to provide a safe patient care environment and reduce potential exposures.

These additional Statements of Work as presented, represent the hospital response to patient care and the COVID-19 virus as follows:

1. EPIC Patient Check-In Module (Welcome) – This module allows for the patient to check-in without needing to be in contact with staff for COVID-19 distancing needs. Patients will also be able to fill-out questionnaires related to their appointment electronically and have the ability to pay co-pay/self-pay amounts through card readers.
2. EPIC Dentistry Module (Wisdom) – Wisdom dentistry allows for dentists to transition from paper to electronic documentation and ordering. It will also allow for Teledentistry for COVID-19 and other reasons.
3. Wayfinding (ArcGIS Indoors) – Wayfinding ArcGIS will allow for navigation outdoor & indoor until the front desk of the clinic. For COVID-19, this will allow for distancing & prevent overcrowding in waiting rooms.
4. Riverside County Public Health Department EHR Expansion – Public Health EHR project allows for Public Health to transition to an electronic documentation, ordering & resulting workflow. It will allow Public Health to view Primary care notes & Primary care physicians & other RUHS EPIC users to view Public Health notes.

The requested board action ratifies the date in which the services were required to be performed to provide immediate response to the COVID-19 pandemic and clinical operations.

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

Impact on Residents and Businesses

RUHS, its inpatient treatment facility, site-based clinics and community-based clinics serve residents in all five Riverside County supervisorial districts, providing more than 450,000 patient encounters each year. The local economy will experience positive benefits from the presence of a thriving health system that is served by an educated workforce, and where patients of all incomes can feel safe and obtain high quality healthcare services.

The increased functionality of the EPIC system will further enhance the systems response to changes in public health, allow for the continuity of patient care under pandemic and unforeseen conditions and further reduce potential viral exposures for staff and patients.

Additional Fiscal Information

The requested services were initiated as a result of the COVID-19 pandemic. Eligible expenditures related to this public health emergency are anticipated to be reimbursed by the CARES Act, Coronavirus Relief Fund.

Contract History and Price Reasonableness

The requested service was initiated as a result of the COVID-19 pandemic. As per the Director of Emergency Services Emergency Procurement Order dated March 26, 2020, the competitive bidding process was suspended for necessary goods and services immediately needed in the County of Riverside's operations for the preservation of life and property during the existence of a Local Emergency in the County of Riverside regarding COVID-19.

On September 22, 2015, Agenda Item #3-30, the Board of Supervisors approved the Master Services Agreement (MSA) with Loma Linda University to implement (\$53,140,716 one-time payment) and maintain (\$42,235,335) the new EPIC Medical Health Records system. The original term of the contract stated it was a five (5) year agreement after the initial Go-Live which occurred October 2016. Therefore, the contract is actually a six (6) year agreement, 2015-2021.

On May 3, 2016, Agenda Item #3-29, the Board of Supervisors approved the first amendment to the MSA for implementation and ongoing maintenance with expenditures of \$400,000 to be funded by the project budget.

On December 13, 2016, Agenda Item #3.53, the Board of Supervisors approved the second amendment to the MSA to license, install and maintain additional software for EPIC operations for \$2,484,601, increasing the total contract to \$45,720,665.

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

On July 31, 2018, Agenda Item #3.36, the Board of Supervisors approved the third amendment to the MSA to add six new functionalities to the EPIC system at no cost to Riverside County.

On April 16, 2019, Agenda Item #3.12, the Board of Supervisors approved the fourth amendment to the MSA to add additional functionalities, increasing the total contract to \$50,585,789.

On December 10, 2019, Agenda Item #15.3, the Board of Supervisors approved the fifth amendment to the MSA to add additional functionalities, increasing the total contract to \$51,806,252.

On April 7, 2020, Agenda Item #15.5, the Board of Supervisors approved the Sixth Amendment to ratify and approve additional functionality into the EPIC system at a cost of \$7,785,469 over the remaining two years of the contract.

Software licensing costs are passed onto the Medical Center without markup. Implementation and maintenance costs are charged at the same rates approved in the original EPIC contract.

ATTACHMENT: Amendment No. 7 to Master Services Agreement


Suzanna Hickley, Assistant Director of Purchasing and Fleet Service 1/28/2021


Brianna Lentajo, Management Analyst 2/3/2021


Gregory V. Priarios, Director County Counsel 1/28/2021

Amendment No. 7 to
Master Services Agreement

This Amendment No. 7 ("*Amendment No. 7*") is dated as of March 15, 2020 (the "*Amendment Effective Date*") amending that certain Master Services Agreement dated as of September 22, 2015 (the "*Agreement*"), Agenda Item 3-30, as amended by that certain Amendment No. 1 dated as of May 3, 2016 ("*Amendment No. 1*"), Agenda Item 3-29 and by that certain Amendment No. 2 dated as of December 13, 2016 ("*Amendment No. 2*"), Agenda Item 3.53 and by that certain Amendment No. 3 dated as of June 28, 2018 ("*Amendment No. 3*"), Agenda Item 3.36 and by that certain Amendment No. 4 dated as of April 16, 2019 ("*Amendment No. 4*"), Agenda Item 3.12 and by that certain Amendment No. 5 dated as of December 10, 2019 ("*Amendment No. 5*"), Agenda Item 15.3 and by that certain Amendment No. 6 dated as of April 7, 2020 ("*Amendment No. 6*"), Agenda Item 15.5, the "*Agreement*", as amended by Amendment No. 1, Amendment No. 2, Amendment No. 3 and Amendment No. 4, Amendment No. 5, Amendment No. 6, the "*Agreement*" between Loma Linda University Shared Services, a California nonprofit corporation, on behalf of itself and its Affiliates ("*LLUSS*") and the County of Riverside, a political subdivision of the state of California, on behalf of Riverside University Health System also known as Riverside County Regional Medical Center ("*Customer*"). Capitalized terms used and not otherwise defined herein shall have the meanings given to them in the Agreement.

Recitals

A. The Agreement permits Customer to request, and LLUSS to agree to provide, certain additional services related to the LLUSS EHR Platform, its implementation and ongoing use. Any such additional services desired by Customer constitute a Change Request, governed by the provisions of Section 4 of the Agreement.

B. Customer has submitted to LLUSS the Customer Change Request Form, pursuant to which Customer has requested that LLUSS provide additional services under Section 4(c) (ii) which LLUSS is willing to provide, on the terms and conditions set forth herein.

C. The parties desire to amend the Agreement on the terms and conditions set forth herein.

Agreement

1. Amendment to Exhibit A, Implementation Statement of Work.

(a) Paragraph 2.2, Required Third Party Software, of Exhibit A, entitled "Implementation Statement of Work", is amended to add the following after the existing paragraph 2.2:

Vidyo – Software that supports connectivity for video visits between Providers and patients.

ESRI – Provides indoor wayfinding, patient tracking, and asset tracking.

2. Additional Statements of Work.

(a) Attached to this Amendment No. 7 as Exhibit A is Statement of Work Appendix F-1 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 7, Statement of Work Appendix F-1 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(b) Attached to this Amendment No. 7 as Exhibit B is Statement of Work Appendix F-2 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 7, Statement of Work Appendix F-2 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(c) Attached to this Amendment No. 7 as Exhibit C is Statement of Work Appendix F-3 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 7, Statement of Work Appendix F-3 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(d) Attached to this Amendment No. 7 as Exhibit D is Statement of Work Appendix F-4 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 7, Statement of Work Appendix F-4 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(e) Attached to this Amendment No. 7 as Exhibit E is Statement of Work Appendix F-5 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 7, Statement of Work Appendix F-5 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(f) Attached to this Amendment No. 7 as Exhibit F is Statement of Work Appendix F-6 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 7, Statement of Work Appendix F-6 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

3. Amendment to Exhibit C, Service Level Agreement. The Changes requested by Customer and reflected in the Statements of Work Appendix F-1, Statement of Work Appendix F-2, Statement of Work Appendix F-3, Statement of Work Appendix F-4, Statement of Work Appendix F-5, Statement of Work Appendix F-6, as listed in paragraph 6.2 of the Service Level Agreement, impacts Support Services and requires an amendment to the Service Level Agreement. The chart in Paragraph 6.1(a) of the Service Level Agreement, attached as Exhibit C to the Agreement, is deleted in its entirety and replaced with the following chart:

Customer EHR Recurring Costs	
EHR Recurring Costs	
Maintenance Costs	
Ambulatory and Inpatient	\$ 1,478,689.00
Interface	\$ 81,300.00
Subtotal Maintenance Costs	\$ 1,559,989.00
Other License Costs	
Third Party Software	\$ 1,237,196.68
Hosting and Cache Costs	\$ 1,353,448.29
<i>Subtotal EHR Costs</i>	<i>\$ 4,150,633.97</i>

LLUSS Resources	
Application Analysts	\$ 6,881,240.58
Service Desk	\$ 426,400.00
Project Leadership	\$ 202,332.00
Technical Resources	\$ 485,571.29
Training Resources	\$ 806,520.00
GIS Support Resources	\$ 161,576.00
Subtotal LLUSS Resource Costs	\$ 8,963,639.87
Total Recurring Annual Costs	\$ 13,114,273.84

(a) Paragraph 6.2 of the Service Level Agreement is amended to add the following third party vendors to the end of the chart:

Third party vendor	License Cost	Annual Maintenance	Transaction Cost basis	Transactional Cost
Vidyo	\$65,390.50	\$24,306.00	N/A	N/A
ESRI	\$56,000	N/A	N/A	N/A

4. Amendment to Statement of Work Appendix B-3. The existing Statement of Work Appendix B-3 is deleted and replaced entirely by Exhibit E, Statement of Work Appendix F-5 found in this document.

5. No Other Amendment or Modification. All other terms and conditions of the Agreement not specifically amended or modified by this Amendment No. 7 shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereby have caused this Amendment No. 7 to be duly executed and delivered as of the Amendment Effective Date.

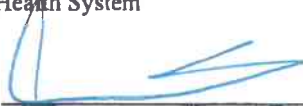
LLUSS:


Loma Linda University Shared Services,
on behalf of itself and its affiliates

By: 
Name: Mark Zirkelbach
Its: Chief Information Officer


Customer:

The County of Riverside, on behalf of Riverside
University Health System

By: 
~~George Johnson~~ Juan C. Perez
Interim County Executive Officer

By: 
Karen Spiegel, Chairperson
Board of Supervisors

ATTEST: Kecia R. Harper
Clerk of the Board

By: 
Deputy

APPROVED AS TO FORM:

Gregory P. Priamos
County Counsel

By: 
Susanna Oh
Deputy County Counsel

EXHIBIT A

STATEMENT OF WORK APPENDIX F-1

COVID-19 RESPONSE PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the implementation of emergent changes requested in the Customer Service Area to support COVID-19 response efforts by the Customer. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implement the following emergent changes in the Customer Service Area to support the COVID-19 response efforts by the Customer. The scope of the changes, include but are not limited to:

- Department optimization efforts supporting the expansion of self-service and telehealth tools for Customer providers and patients
- Surge planning, including new, modified, or extended service lines and departments
- EHR technological advances to facilitate the continued need to support for increased demand in screening and monitoring COVID-19 status
- Modifications to EHR and operational workflows in attempts to prioritize Customer patient and employee safety by enforcing social distancing and remote delivery of care
- Specialized resources to support COVID-19 project work, training, and optimization efforts

Additional emergent changes may be requested by the Customer that can be added to this statement of work through a change request and approval by both LLUSS and the Customer. Once approved, work can be started for these additional change requests. LLUSS will work with the Customer's Leadership to prioritize projects, facilitate governance approvals, and establish a communication strategy to necessary stakeholders. LLUSS will manage the oversight and implementation of these changes upon receiving the necessary approvals and funding as defined in the MSA and SLA.

This build will utilize Epic interfaces and settings that will be modified as necessary to meet the requirements and future state workflows that will be developed as part of this project. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and

maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. LLUSS has the right to suspend work pending such change request and approval. This request will be submitted by LLUSS to Customer leadership for approval. Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged through the last Phase as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to the build and implementation of emergent changes requested by the Customer to support COVID-19 response efforts in the Customer Service Area. A critical milestone for this effort will be to develop a set of clearly defined business and technical requirements as well as future state integrated workflows for each of the changes found to be in scope for this statement of work.

3. Acceptance Criteria:

The Customer will be able to utilize the emergent changes requested to meet the requirements and future state workflows defined as part of this project. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

The milestones and schedule will be developed by LLUSS and approved by the Customer's Leadership. The following list of milestones will be iteratively and uniquely applied to each emergent change define in the scope of work or in an approved change request.

#	DESCRIPTION OF MILESTONE
1	Project Discovery and Initial Scoping
2	Agreed upon implementation plan
3	Project Resources assigned by LLUSS and Customer
4	Customer and LLUSS have reached and agreed list of business and technical requirements
5	Customer and LLUSS have reached and agreed future state workflow

6	Customer and LLUSS have reached an agreed build design
7	LLUSS completes the build in the Customer Service Area test environment.
8	Test data validated by Customer and LLUSS
9	LLUSS completes the build in the Customer Service Area production environment.
10	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.
11	End-User training curriculum and content completed and deliver to Customer Training Manager.
12	Customer delivers end user change communication and training
13	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

The project costs provided in this document are an estimated level of effort only. LLUSS will bill Customer for 50% of estimated time and materials at project start. Should project delivery timelines continue past December 31, 2020, LLUSS will bill Customer for remaining work to be completed. At project completion, any over-payments to the invoiced project estimates will be returned by LLUSS to the Customer by means of a credit to the SLA. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer Leadership for approval.

6. Integration and Installation:

This change will support the requirements and workflow defined as a part of this project. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new integrated application in the Customer Service Area.

7. Hardware:

Customer will be responsible for purchasing all necessary hardware and configuring devices to meet the minimum necessary specifications for this effort.

8. Software Tools and Licensing:

Telehealth expansion in the Customer Service Area requires the licensing and integration of the software vendor Vidy. This software is licensed via concurrent device sessions at an upfront cost of \$1,307.81 per license. Each purchased license has additional annual license maintenance, hosting, and infrastructure costs.

Additional procurement of Vidyo licenses is required based on the number of concurrent connections in the Customer Service Area. If the Customer Service Area reaches an 80% threshold of allocated licenses, the Customer will be required to purchase a minimum of additional 50 Vidyo licenses. Any additional changes to the costs of continuing support will be made to the current Service Level Agreement through an amendment to this Statement of Work.

Any additional software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS.

9. Continuing Support (type, estimated hours, and estimated costs):

Annual software license and support fees will result in an increase to the existing SLA. The ongoing costs are outlined in Schedule A. Any additional changes to the costs of continuing support will be made to the current Service Level Agreement through an amendment to this Statement of Work.

10. Resources (type, estimated hours and estimated costs):

Estimated resource and additional costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Role	Estimated Hours	Estimated Cost
ADT/Registration Analyst	226	\$25,369
Ambulatory Analyst	589	\$66,206
eHealth Analyst	187	\$21,038
Clinical Documentation Analyst	99	\$11,138
ASAP Analyst	22	\$2,475
Health Plan	0	\$0
HIM	66	\$7,425
Hospital Billing Analyst	0	\$0
Inpatient Analyst	22	\$2,475
Population Health Analyst	495	\$55,688
Willow Analyst	99	\$11,138
Optime Analyst	0	\$0
Professional Billing Analyst	61	\$6,806
Cadence Analyst	715	\$80,438
Orders Analyst	11	\$1,238
Radiant Analyst	88	\$9,900
Analytics/Report Writing	44	\$4,950
Training	138	\$8,250
Apps Security	66	\$3,960
Unified Infrastructure	0	\$0
Integration	132	\$14,850

Project Manager	979	\$96,432
Project Manager (@ cost + \$12.50 per/hr)	692	\$98,610
Credentialed Trainer (@ cost + \$12.50 per/hr)	1,384	\$114,180.00
Vidyo Licensing		\$65,390.50
Subtotal		\$707,953
Project Contingency 10%		\$70,795.33
Total Project Cost		\$778,748.58

Schedule A

Recurring Maintenance Item	Quantity/Unit	Estimated Cost
Vidyo Software Licensing (@ \$466.20)	50	\$23,310
Infrastructure cost per license (@\$19.92)	50	\$996
Total Recurring Costs		\$24,306

EXHIBIT B

STATEMENT OF WORK APPENDIX F-2

EPIC URGENT CARE MODULE IMPLEMENTATION

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the Epic Change Request submitted for the Epic Urgent Care Implementation Project in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implement the Epic Urgent Care Module in the Customer Service Area. This module is intended to allow Customer providers to utilize the Clinic Track Board and Clinic Map functionality, uniquely designed for the Customer's specific workflow to expand same-day services in response to COVID-19. Included in scope for this project is the Clinic Key Metrics dashboard, which gives insights into historical visit volumes, throughput, and provider productivity.

The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build and implementation of the Epic Urgent Care Module in the Customer Service Area.

3. Acceptance Criteria:

Customer will be able to utilize the Urgent Care module for Customer, including the Clinic Track Board and Clinic Map functionality, in the Customer Service Area. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	10 business days from Milestone#1
3	Project Resources assigned and complete Epic Urgent Care training	10 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 12 weeks)		
Description – This project phase consists of building, testing, and validating this change in the Customer service area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	Customer and LLUSS have reached an agreed build design.	10 business days from Milestone#3

5	LLUSS completes the build in the Customer Service Area test environment.	25 business days from Milestone#4
6	Test data validated by Customer and LLUSS.	10 business days from Milestone#5
7	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	10 business days from Milestone#6
8	LLUSS completes the build in the Customer Service Area production environment.	5 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone#7
<p>Phase 3 – Training and Go-Live (Estimated at 2 weeks)</p> <p>Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:</p>		
#	DESCRIPTION OF MILESTONE	DATE
10	Customer delivers end user change communication and training.	10 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement.	10 business days from Milestone#9
12	Customer accepts or rejects deliverables.	10 business days from Milestone#9

5. Financial Terms:

The project costs provided in this document are an estimated level of effort only. LLUSS will bill Customer for 50% of estimated time and materials at project start. Should project delivery timelines continue past December 31, 2020, LLUSS will bill Customer for remaining work to be completed. At project completion, any over-payments to the invoiced project estimates will be returned by LLUSS to the Customer by means of a credit to the SLA. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer Leadership for approval.

6. Integration and Installation:

Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new Epic Urgent Care Module in the Customer Service Area.

7. Hardware:

No additional hardware is required to develop and implement the electronic interfaces and web services involved in this project.

8. Software Tools and Licensing:

Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS.

9. Continuing Support (type, estimated hours, and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$35,880. The ongoing costs are outlined in Schedule A below.

Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Role	Estimated Hours	Estimated Cost
Ambulatory Analyst	520	\$58,500
Project Manager	173	\$17,041
Report Writing/Dashboards Analyst	40	\$4,500
Principal Trainer	173	\$10,380
Testing Management	20	\$2,250
Epic Professional Services		\$13,900
Subtotal		\$106,571
Project Contingency 10%		\$10,657.10
Total Project Cost		\$117,228.10

SCHEDULE A

Recurring Maintenance Item	Estimated Cost
Ambulatory Analyst (0.1)	\$23,400
Principal Trainer (0.1)	\$12,480
Total Recurring Costs	\$35,880

EXHIBIT C

STATEMENT OF WORK APPENDIX F-3

EPIC PATIENT CHECK-IN MODULE (WELCOME) IMPLEMENTATION

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the Epic Change Request submitted for the Epic Patient Check-In Module (Welcome) Implementation Project in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implement the Epic Patient Check-In Module (Welcome) in the Customer Service Area. This module is intended to allow Customer patients to complete the self-check in process, uniquely designed for the Customer's specific workflow to encourage social distancing and patient self-service in response to COVID-19. Included in scope for this project is integration of Customer procured Windows tablets and tablet-dependent peripheral hardware.

The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build and implementation of the Epic Patient Check-In Module (Welcome) and the integration of Customer procured hardware and tablet-dependent peripherals in the Customer Service Area.

3. Acceptance Criteria:

Customer patients will be able to utilize the Welcome module for self-check in tasks in the Customer Service Area. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	10 business days from Milestone#1
3	Project Resources assigned and complete Epic Welcome training	10 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 12 weeks)		
Description – This project phase consists of building, testing, and validating this change in the Customer service area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	Customer and LLUSS have reached an agreed build design.	10 business days from Milestone#3

5	LLUSS completes the build in the Customer Service Area test environment.	25 business days from Milestone#4
6	Test data validated by Customer and LLUSS.	10 business days from Milestone#5
7	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	10 business days from Milestone#6
8	LLUSS completes the build in the Customer Service Area production environment.	5 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone#7
Phase 3 – Training and Go-Live (Estimated at 2 weeks)		
Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	Customer delivers end user change communication and training.	10 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement.	10 business days from Milestone#9
12	Customer accepts or rejects deliverables.	10 business days from Milestone#9

5. Financial Terms:

The project costs provided in this document are an estimated level of effort only. LLUSS will bill Customer for 50% of estimated time and materials at project start. Should project delivery timelines continue past December 31, 2020, LLUSS will bill Customer for remaining work to be completed. At project completion, any over-payments to the invoiced project estimates will be returned by LLUSS to the Customer by means of a credit to the SLA. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer Leadership for approval.

6. Integration and Installation:

The Customer Service Area will include integration of Customer procured Windows tablet-based kiosks and tablet-dependent peripheral hardware. The resource costs estimated in the statement of work assumes that the number of kiosks and peripheral hardware will not result in an increase in resource hours needed for a successful implementation. Upon a successful implementation, LLUSS will provide ongoing

support and maintenance services provided under the terms of the existing Service Level Agreement for this new integrated application in the Customer Service Area.

7. Hardware:

Customer will be responsible for purchasing all necessary hardware and configuring devices to meet the minimum necessary specifications for this project as defined in Schedule A below.

8. Software Tools and Licensing:

Additional Epic licensing is required to develop and implement the new Epic Welcome module. Cost estimates for the additional licenses are included in the estimated level of effort in this Statement of Work.

Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS.

9. Continuing Support (type, estimated hours, and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$70,980. The ongoing costs are outlined in Schedule B below.

Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Role	Estimated Hours	Estimated Cost
ADT Analyst	693	\$77,962.50
Project Manager	200	\$19,700.00
Report Writing/Dashboards Analyst	40	\$4,500.00
Principal Trainer	40	\$2,400.00
Unified Design/Infrastructure	40	\$2,400.00
Testing Management	20	\$2,250.00
Implementation Fee		\$8,000.00
Epic Travel Expenses		\$2,000.00
Epic Welcome Certification		\$1,000.00
Subtotal		\$120,212.50

Project Contingency 10%		\$12,021.25
Total Project Cost		\$132,233.75

SCHEDULE A

Welcome Kiosks [↗](#)

This section provides hardware details for the Welcome Patient Kiosk application deployed on kiosks or kiosk-like enclosures. Although Welcome supports a wide variety of hardware, this section lists specific components that have successfully been used in production environments. This section is a reference to guide your kiosk hardware purchase decisions. If you are interested in using hardware not listed, contact your Epic representative to determine whether Welcome can support it.

Processor	2 core Intel processor running at a base clock speed of 3 GHz or faster.
Memory	4 GB
Display	Refer to the Kiosk Touch Screen Monitor topic.
Video device	DirectX 10.0 Capable, 256MB of RAM, Support for Pixel Shader 2.0

Welcome is compatible with a variety of hardware and, depending on your functionality choices, some or all of the following are required:

- Touch screen monitor with minimum screen resolution of 1024x768
- Kiosk enclosure
- Signature pad for document signing
- Keyboard and mouse (for service only)
- Payment terminal
- Kiosk printer with 8.5" paper width
- Magnetic card swipe with keyboard emulation
- Privacy screen overlay
- Scanning device that supports TWAIN or WIA 2.0
- Camera

SCHEDULE B

Recurring Maintenance Item	Estimated Cost
ADT Analyst (0.25)	\$58,500
Principal Trainer (0.1)	\$12,480
Total Recurring Costs	\$70,980

Recurring Subscription Costs	Estimated Cost
Subscription Fee	\$.20 per patient per day

EXHIBIT D

STATEMENT OF WORK APPENDIX F-4

EPIC DENTISTRY MODULE (WISDOM) IMPLEMENTATION

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the Epic Change Request submitted for the Epic Dentistry Module (Wisdom) Implementation Project. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implement the Epic Dentistry Module (Wisdom) in the Customer Service Area. This module is intended to allow Customer Dental providers with enhanced documentation and workflow, uniquely designed to support Dental clinic operations. This module will allow for the expansion of self-service and access to telehealth tools during COVID-19 response. Customer dental providers will also have the ability to order COVID-19 tests and monitor results for patients who present in clinic. In scope for this project, is support for an interface with Customer's third-party dental imaging system (DEXIS). Additional data extracts and custom reports are considered out of scope for this project.

The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build and implementation of the Epic Dentistry Module (Wisdom) Implementation in the Customer Service Area.

3. Acceptance Criteria:

Customer providers will be able to utilize the Wisdom module in the Customer Service Area. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	10 business days from Milestone#1
3	Project Resources assigned and complete Epic Wisdom training	10 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 32 weeks)		
Description – This project phase consists of building, testing, and validating this change in the Customer service area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	Customer and LLUSS have reached an agreed build design.	10 business days from Milestone#3

5	LLUSS completes the build in the Customer Service Area test environment.	100 business days from Milestone#4
6	Test data validated by Customer and LLUSS.	15 business days from Milestone#5
7	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	15 business days from Milestone#6
8	LLUSS completes the build in the Customer Service Area production environment.	10 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to Customer Training Manager.	10 business days from Milestone#8
<p>Phase 3 – Training and Go-Live (Estimated at 2 weeks)</p> <p>Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:</p>		
#	DESCRIPTION OF MILESTONE	DATE
10	Customer delivers end user change communication and training.	10 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement.	10 business days from Milestone#9
12	Customer accepts or rejects deliverables.	10 business days from Milestone#9

5. Financial Terms:

The project costs provided in this document are an estimated level of effort only. LLUSS will bill Customer for 50% of estimated time and materials at project start. Should project delivery timelines continue past December 31, 2020, LLUSS will bill Customer for remaining work to be completed. At project completion, any over-payments to the invoiced project estimates will be returned by LLUSS to the Customer by means of a credit to the SLA. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer Leadership for approval.

6. Integration and Installation:

The Customer Service Area will include integration support for Customer's third-party dental imaging system (DEXIS). The resource costs estimated in the statement of work assumes that the integration with Customer's third-party dental imaging system will not result in an increase in resource hours needed for a successful implementation. Upon a successful implementation, LLUSS will provide

ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new integrated application in the Customer Service Area.

7. Hardware:

No additional hardware is required to develop and implement the electronic interfaces and web services involved in this project.

8. Software Tools and Licensing:

Additional Epic licensing is required to develop and implement the new Epic Dentistry Module (Wisdom). Cost estimates for the additional licenses are included in the estimated level of effort in this Statement of Work.

Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS.

9. Continuing Support (type, estimated hours, and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$154,704. The ongoing costs are outlined in Schedule A below.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Role	Estimated Hours	Estimated Cost
Wisdom Analyst (@ cost)	1,213	\$136,463
PB / PB Claims Analyst	606	\$68,175
Scheduling	606	\$68,175
Project Manager (@ cost)	607	\$59,790
Training	200	\$12,000
Integration	180	\$20,250
Analytics / Report Writing	100	\$11,250
Testing Management	60	\$6,750
OnBase	40	\$4,500
Apps: Security	30	\$3,375

HIM	20	\$2,250
Software Licensing		\$124,245
Epic Professional Services		\$15,000
Epic Wisdom Certifications		\$4,500
Subtotal		\$536,723
Project Contingency (10% of labor estimates)		\$39,297.80
Total Project Cost		\$ 576,020.80

SCHEDULE A

Recurring Maintenance Item	Estimated Cost
Software/Licensing	\$6,504
Wisdom Analyst (0.5)	\$117,000
Principal Trainer (0.25)	\$31,200
Total Recurring Costs	\$154,704

EXHIBIT E

STATEMENT OF WORK APPENDIX F-5

WAYFINDING (ARCGIS INDOORS) IMPLEMENTATION

This Statement of Work sets forth the scope of work, milestones, fees, terms, and conditions specific to the implementation of Esri ArcGIS Indoors (Wayfinding) for Customer. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implement ArcGIS Indoors (Wayfinding). This technology is intended to give Customer patient's self-service access to indoor mapping of the Medical Center (MC) and Medical and Surgery Center (MSC). Included in scope for this project is integration with Epic Welcome Kiosks.

The build will be completed first in non-production environments along with integrated testing and acceptance before it can be implemented in the production environment. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build and implementation of Esri ArcGIS Indoors and the integration of Customer procured hardware and tablet-based self-check in the MC and MSC.

3. Acceptance Criteria:

Customer patients will be able to utilize Esri ArcGIS Indoors (Wayfinding) functionality via mobile phone, browser, desktop browser, installed mobile application, or through Welcome kiosks located in the MC and MSC. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping- including receipt of complete MC and MSC CAD documentation	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	10 business days from Milestone#1
3	Project Resources assigned	10 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 15 weeks)		
Description – This project phase consists of building, testing, and validating this change and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	Customer and LLUSS have reached an agreed build design.	10 business days from Milestone#3

5	LLUSS completes the build in the test environment.	25 business days from Milestone#4
6	Test data validated by Customer and LLUSS.	15 business days from Milestone#5
7	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	10 business days from Milestone#6
8	LLUSS completes the build in the production environment.	10 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone#8
<p>Phase 3 – Training and Go-Live (Estimated at 2 weeks)</p> <p>Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:</p>		
#	DESCRIPTION OF MILESTONE	DATE
10	Customer delivers end user change communication and training.	10 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement.	10 business days from Milestone#9
12	Customer accepts or rejects deliverables.	10 business days from Milestone#9

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

Installation of Customer procured BLE (Bluetooth Low Energy) Beacons are included in this Statement of Work and priced at \$30 per unit for every 15 feet of walking distance. If additional integration or installation is needed, another Statement of Work or an amendment to this Statement of Work will be required.

7. Hardware:

Customer will be responsible for purchasing all necessary hardware and configuring devices to meet the minimum necessary specifications for this project as defined in Schedule A below.

8. Software Tools and Licensing:

Additional Esri licensing is required to develop and implement ArcGIS Indoors (Wayfinding). Cost estimates for the additional licenses are included in the estimated level of effort in this Statement of Work and contingent upon execution of direct purchase of Esri software as outlined in Schedule C below.

9. Continuing Support (type, estimated hours, and estimated costs):

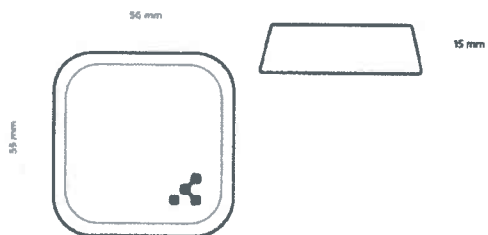
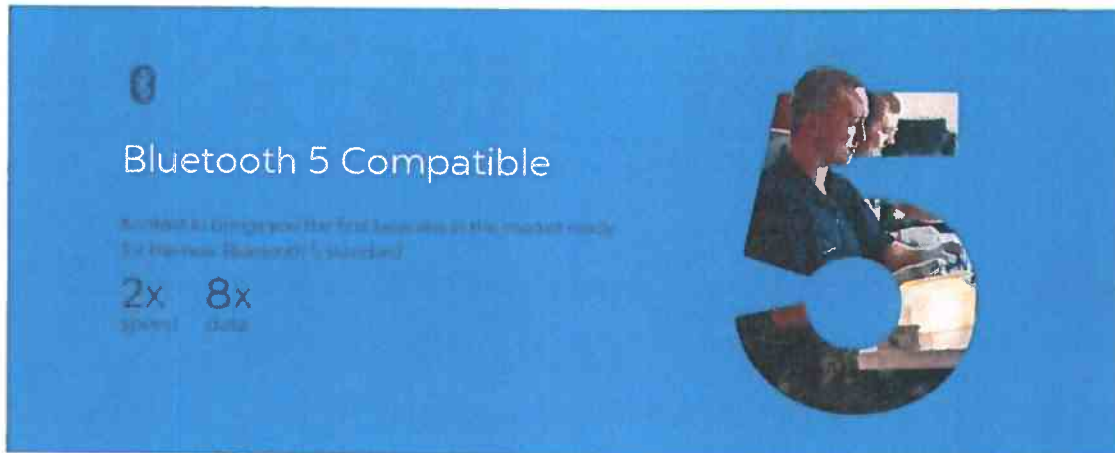
Annual maintenance support fees will result in an increase to the existing SLA of \$133,760. The ongoing costs are outlined in Schedule B below.

Resource (type, estimated hours and estimated costs) and Implementation costs:

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Role	Estimated Hours	Estimated Cost
E-Health Analyst	200	\$22,500
ADT Analyst	100	\$11,250
Cadence Analyst	100	\$11,250
Principal Trainer	40	\$2,400
Unified Infrastructure	20	\$1,200
Integration Analyst	280	\$31,500
Location Services Analyst	1,600	\$180,000
Project Manager	160	\$15,760
Esri License		\$56,000
Azure License		\$6,000
Hardware- Beacons (7,033)		\$210,990
Subtotal		\$548,850
Project Contingency 10%		\$54,885
Total Project Cost		\$603,735

SCHEDULE A



Dimensions and weight

Height	55 mm (2.20 in)
Width	56 mm (2.16 in)
Depth	15 mm (0.59 in)
Weight	35 grams (1.23 oz)

Electronics

Microcontroller	Nordic Semiconductor nRF52832
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Connectivity

Bluetooth	Bluetooth 1.2 compliant, Bluetooth 5 compatible
Range	up to 70 meters
Available transmission power levels	1 (-20dBm), 2 (-16dBm), 3 (-12dBm), 4 (-8dBm), 5 (-4dBm), 6 (0dBm), 7 (+4dBm)
Sensitivity	-96dBm

Functionalities

RTC, dataflash memory

Casing

Material	PC + ABS
Colors	white or black
Protection	IP 50
Flame resistance	safe - V0 flammability class
Mounting	1 mounting hole
Customization	logo printed on front and casing's colour
Antibacterial surface	no

Environmental Requirements

Operational temperature	20°C / + 60°C (4°F / +140°F)
Humidity (non-condensing)	from 0% to 95%

Beacon standards compatibility

Apple iBeacon	yes
Google Beacons	yes
compatible Secure Profile	yes
Custom frames possible for large orders	yes

Battery and Power

Model	CR 2477
Type	Lithium Manganese Dioxide Coin Battery
Total Capacity	2000mAh
Replaceable	Yes
Battery life (Tx: 12dBm, interval: 350ms)	up to 50 months

Sensors

Temperature, Accelerometer

Warranty

12 months

Certificates

CE (EU)
FCC (USA)
IC Canada
RoHS

SCHEDULE B

Recurring Maintenance Item	Estimated Cost
Unified Infrastructure (0.1)	\$12,480
Location Services Analyst (0.1)	\$23,400
eHealth Analyst (0.1)	\$23,400
Principal Trainer (.1)	\$12,480
Esri ArcGIS Indoors (annual cost)	\$56,000
Azure License	\$6,000
Total Recurring Costs	\$133,760

SCHEDULE C



Environmental Systems Research Institute, Inc.
 380 New York St
 Redlands, CA 92373-8100
 Phone: (909) 793-2853 Fax: (909) 307-3049
 DUNS Number: 06-313-4175 CAGE Code: 0AMS3

Quotation # Q-420874

Date: July 31, 2020

Customer # 623316 Contract #

County of Riverside
 Riverside University Health System
 26520 Cactus Ave
 Moreno Valley, CA 92555-3927

To expedite your order, please attach a copy of this quotation to your purchase order.
 Quote is valid from: 7/31/2020 To: 10/29/2020

ATTENTION: Tura Morice
 PHONE: 951 486 4000
 EMAIL: t.morice@ruhealth.org

Material	Qty	Unit Price	Total
150127	1	\$56,000.00	\$56,000.00
ArcGIS Indoors for ArcGIS Enterprise Solution (800,000 Square Feet) Annual Subscription			

Subtotal:	\$56,000.00
Sales Tax:	\$0.00
Estimated Shipping and Handling (2 Day Delivery):	\$0.00
Contract Price Adjust:	\$0.00
Total:	\$56,000.00

Esri may charge a fee to cover expenses related to any customer requirement to use a proprietary vendor management, procurement, or invoice program.

For questions contact: Georgie Tucker	Email: gtucker@esri.com	Phone: 6652 x5652
<p>The items on this quotation are subject to and governed by the terms of this quotation, the most current product specific scope of use document found at https://assets.esri.com/content/dam/esri/itsd/medial/legal/product-specific-terms-of-use/300.pdf, and your applicable signed agreement with Esri. If no such agreement covers any item quoted, then Esri's standard terms and conditions found at https://go.esri.com/MAFS apply to your purchase of that item. Federal government entities and government prime contractors authorized under FAR 51.1 may purchase under the terms of Esri's GSA Federal Supply Schedule. Supplemental terms and conditions found at https://www.esri.com/en-us/legal/terms/state-supplemental apply to some state and local government purchases. All terms of this quotation will be incorporated into and become part of any additional agreement regarding Esri's offerings. Acceptance of this quotation is limited to the terms of this quotation. Esri objects to and expressly rejects any different or additional terms contained in any purchase order, offer, or confirmation sent to or to be sent by buyer. Unless prohibited by law, the quotation information is confidential and may not be copied or released other than for the express purpose of system selection and purchase/license. The information may not be given to outside parties or used for any other purpose without consent from Esri. Delivery is FOB Origin.</p>		

TUCKERG

This offer is limited to the terms and conditions incorporated and attached herein.



Environmental Systems Research Institute, Inc.
 380 New York St
 Redlands, CA 92373-8100
 Phone: (909) 793-2853 Fax: (909) 307-3049
 DUNS Number: 06-313-4175 CAGE Code: 6AAMS3

Quotation # Q-420874

Date: July 31, 2020

Customer # 623316 Contract #

County of Riverside
 Riverside University Health System
 28520 Cactus Ave
 Moreno Valley, CA 92556-3827

To expedite your order, please attach a copy of this quotation to your purchase order.
 Quote is valid from: 7/31/2020 To: 10/29/2020

ATTENTION: Tura Monice
 PHONE: 951 486 4000
 EMAIL: t.monice@ruhealth.org

If you have made ANY alterations to the line items included in this quote and have chosen to sign the quote to indicate your acceptance, you must fax Esri the signed quote in its entirety in order for the quote to be accepted. You will be contacted by your Customer Service Representative if additional information is required to complete your request.

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EXHIBIT F

STATEMENT OF WORK APPENDIX F-6

RIVERSIDE COUNTY PUBLIC HEALTH DEPARTMENT EHR EXPANSION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to implementing Epic EHR functionality to support Riverside County Public Health departments and programs. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

The Customer has requested the expansion of the Customer Service Area to support Riverside County Public Health departments and programs as defined in Schedule A of this Statement of Work. This will require the design, development, and testing of Epic EHR functionality and workflows to support these new service lines. Details of Epic EHR functionality that is considered in scope for this project is defined in Schedule B of this Statement of Work.

Any changes to the scope estimated in this Statement of Work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer Leadership for approval. Any changes to the scope estimated in this Statement of Work will require a change request and approval before they will be accepted. This request will be submitted by LLUSS to Customer Leadership for approval.

The new location and department records will be defined in the Customer Service Area to support the departments and programs as defined in Schedule A. Access to these departments, SER records, and visits will be defined and applied for both the department staff and supporting services as part of this level of effort.

The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this Statement of Work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this Statement of Work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

The Customer will provide resources and Subject Matter Experts to engage with LLUSS resources during the term of this Statement of Work as necessary or appropriate. LLUSS will outline the estimated resource requirements for both parties in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 4 as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to only the build and implementation of Epic EHR functionality to support Riverside County Public Health departments and programs in the Customer Service Area

3. Acceptance Criteria:

The Riverside County Public Health departments and programs will be able to utilize Epic EHR functionality for the applications defined in Schedule B of this Statement of Work. The Riverside County Public Health departments and programs will perform services within the Customer Service Area, using existing technology, integration, and workflows. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, the Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		

#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	10 business days from Milestone#1
3	Project Resources assigned by LLUSS and the Customer	10 business days from Milestone#1
<p>Phase 2 – Detailed Discovery and Build/Workflow Design (Estimated at 3 weeks)</p> <p>Description – This project phase consists of defining a detailed project scope and designing the build and workflows required by this scope.</p>		
#	DESCRIPTION OF MILESTONE	DATE
4	The Customer and LLUSS have defined a detailed project scope	5 business days from Milestone#3
5	The Customer and LLUSS have agreed upon build and workflow design.	10 business days from Milestone#4
<p>Phase 3 – Build and Testing (Estimated at 9 weeks)</p> <p>Description – This project phase consists of building, testing, and validating this change into the Customer Service Area and is achieved when reaching the milestones listed below:</p>		
#	DESCRIPTION OF MILESTONE	DATE
6	LLUSS completes the build in the Customer Service Area test environment.	10 business days from Milestone#5
7	The Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria.	10 business days from Milestone#6
8	LLUSS completes the build in the Customer Service Area production environment.	15 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to the Customer Training Manager.	10 business days from Milestone#8
<p>Phase 4 – Training and Go-Live (Estimated at 2 weeks)</p> <p>Description – This project phase consists of training and supporting the Customer end-users utilizing the Customer Service Area is achieved when reaching the milestones listed below:</p>		

#	DESCRIPTION OF MILESTONE	DATE
10	The Customer delivers end user change communication and training	5 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	5 business days from Milestone#9
12	The Customer accepts or rejects deliverables.	5 business days from Milestone#10

5. Financial Terms:

The project costs provided in this document are an estimated level of effort only. LLUSS will bill Customer for 50% of estimated time and materials at project start. Should project delivery timelines continue past December 31, 2020, LLUSS will bill Customer for remaining work to be completed. At project completion, any over-payments to the invoiced project estimates will be returned by LLUSS to the Customer by means of a credit to the SLA.

6. Integration and Installation:

The Customer Service Area will contain the new revenue location and department records for the departments and programs defined in Schedule A. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for the new departments and services as defined in Schedule A.

7. Hardware:

Customer will be responsible for purchasing all necessary hardware and configuring devices to meet the minimum necessary specifications for this project.

8. Software Tools and Licensing:

Increases to existing software licensing estimated for these new departments and services include the third party application Hyland OnBase. Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS.

9. Continuing Support (type, estimated hours, and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$411,950. The ongoing costs are outlined in Schedule C of this Statement of Work.

10. Resources (type, estimated hours and estimated costs):

Estimated resource and additional costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Role	Estimated Hours/Units	Estimated Cost
Ambulatory Analyst (@cost+\$12.50 per hour)	693	\$98,800.00
Ambulatory Analyst	793	\$89,800.00
eHealth Analyst	100	\$11,250.00
Cadence Analyst	1387	\$156,000.00
PB/HB Analyst	866	\$97,425.00
OnBase Analyst	300	\$33,750.00
HIM / SER Analyst	400	\$45,000.00
Report Writing/Dashboards Analyst	200	\$22,500.00
Apps: Security Analyst	120	\$13,500.00
Principal Trainer	693	\$41,600.00
Technical Resources	150	\$9,000.00
Testing Management	20	\$2,250.00
Project Leadership/Management	1,000	\$98,500.00
Hosting and Cache costs		\$60,000.00
Hyland OnBase Scanning Licenses		\$23,000.00
Subtotal		\$802,375.00
Project Contingency 10%		\$ 80,237.50
Total Project Cost		\$882,612.50

Schedule A
Riverside County Public Health Departments and Programs

Branch / Program	Locations	New Users	
HIV/STD			
STD Investigations/ HIV Surveillance	Riverside CHC	15	
	Palm Springs CHC		
	Perris CHC		
	Indio CHC		
Early Intervention Program	HAB	1	
	Riverside CHC		
	Perris CHC		
	Indio CHC		
Linkage to Care (LTC)	Riverside CHC	1	
	Perris CHC		
	Indio CHC		
Disease Control (Communicable Disease)	Riverside CHC	8	
	Palm Springs CHC		
	Perris CHC		
	Indio CHC		
	Rubidoux CHC		
Tuberculosis	HAB	0	
	Riverside CHC		
	Palm Springs CHC		
	Perris CHC		
	Indio CHC		
Maternal, Child, & Adolescent Health	HAB		
	Home Visitation		
	Riverside CHC		
	Palm Springs CHC		
	Perris CHC		
	Indio CHC		
	Rubidoux CHC		
	Nurse Family Partnership		20
	HAB		
	Home Visitation		
DPSS Indio			
DPSS La Sierra			
DPSS Jurupa			
DPSS Hemet			
Black Infant Health	Perris CHC	10	
	Rubidoux CHC		
	Home Visitation		
Adolescent Family Life Program	Indio CHC	6	
	Perris CHC		
	Rubidoux CHC		
CalLearn	Indio CHC	8	
	Perris CHC		
	Rubidoux CHC		
Prenatal Equity Initiative	Perris CHC	1	
Children's Medical Services			
California Children's Services	1	0	
Medical Therapy Program	12	65	
Newborn Hearing Screening	1	5	
Lead Poisoning Prevention Program	1	4	
Public Health Nursing			
Family Planning	13 CHCs	8	
	School Districts		
Public Health Field Nursing	RUHS	5	
	Home Visitation		
Wraparound	Indio CHC	3	
	Perris CHC		
	Corona CHC		
HCPCFC	2 DPSS Temecula	12	
	La Sierra		
Enhanced Medical Services	DPSS	4	
	La Sierra		
Immunizations	Riverwalk	4	
	Riverwalk		
Nutrition and Health Promotion	CHCs	18	
	WIC Offices		
Community Outreach - Injury Prevention	HAB	6	
Total		204	

Schedule B

Epic EHR Functionality Scope

Included in scope for this project, is enabling Riverside County Public Health programs and departments with the following Epic EHR functionality:

- Prelude Registration
 - Enable existing Customer CHC registration requirements
 - Custom registration fields or requirements are considered out of scope for this project
- Cadence Scheduling/Referrals
 - Visit types
 - Provider schedules
 - Department Appointment Reports (DAR)
 - Orders and Referrals are considered out of scope for this project
- EpicCare Ambulatory
 - Enable On-The-Fly encounters, Flowsheets, and Navigators for Provider documentation
 - Custom Provider documentation tools and conversion of paper forms are considered out of scope for this project
- Health Information Management/Identity
 - Standard release of information tools
- Resolute Professional Billing and Claims
 - New revenue location for Riverside County Public Health departments and programs
- MyChart
 - Enable basic functionality for online or mobile application for Customer patients
 - Self-service tools including, but not limited to, online scheduling, eCheck-In, Video Visits, and FastPass are considered out of scope for this project
- Reporting
 - Workbench reports
 - Reports will be made available based on current Customer's current report catalog
 - Custom reports and data extracts are considered out of scope for this project
- 3rd Party Integration
 - A standard set of third-party applications and systems are integrated with the EHR platform and include:
 - Change Healthcare for Real-Time Eligibility and Claims Clearinghouse
 - Hyland OnBase for Document Scanning
 - Quest and LabCorp for external lab agencies
 - Surescripts for Electronic Prescribing and Direct Messaging
 - CAIRS for the bi-directional exchange of immunization information
 - Krames Patient Education Content

Any additional applications or customizations are considered out of scope for this project.

Schedule C

Recurring Maintenance Item	Estimated Hours/Units	Estimated Cost
Labor Costs		
Ambulatory Analyst	1040	\$117,000.00
Cadence Analyst	520	\$58,500.00
ADT Analyst	208	\$23,400.00
PB/HB Analyst	312	\$35,100.00
OnBase Analyst	208	\$23,400.00
HIM / SER Analyst	208	\$23,400.00
Report Writing/Dashboards Analyst	100	\$11,250.00
Apps: Security Analyst	208	\$23,400.00
Principal Trainer	1040	\$62,400.00
Technical Resources	75	\$4,500.00

EHR Costs		
Hosting and Cache costs		\$25,000.00
OnBase licensing @\$200	23	\$4,600.00

Total Recurring Costs		\$411,950.00
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