

IMPLEMENTATION SERVICES

- Statement of Work –

RLDatix Mover Implementation Solution

December 12, 2019

Proprietary and Confidential



CONTENTS

1	INTRODUCTION	3
2	PROJECT SCOPE	4
2.1	Included in the Scope	4
2.2	Excluded from the Scope	4
3	PROJECT OUTLINE	5
3.1	Phase 0 – Readiness	6
3.2	Phase 1 – Installation and Move	7
3.3	Phase 2 – Testing and Validation	9
3.4	Phase 3 – Rollover to Production	10
4	ROLES AND RESPONSIBILITIES	11
4.1	RLDATIX	Error! Bookmark not defined.
4.1.1	RLDatix Project Sponsor	11
4.1.2	RLDatix Project Manager	11
4.1.3	RLDatix Implementation Lead	11
4.1.4	RLDatix Technical Lead	12
4.2	THE CLIENT	12
4.2.1	Client Project Sponsor	12
4.2.2	Client Project Manager	12
4.2.3	Client End-User Representative	13
4.2.4	Client System Administrator	13
4.2.5	Client Technical Representative	13
5	IMPLEMENTATION TRAINING	14
6	PROJECT ASSUMPTIONS	17
7	SERVICE HOURS	18
8	CHANGE CONTROL	19
9	PROJECT DELAYS	19
10	COMPLETION CRITERIA	19

1 INTRODUCTION

RLDatix has prepared the following Statement of Work (SOW) to provide you with details on the implementation of your RL6 software. This SOW is not a legal document; it does not supersede any license agreements or other signed agreements between RLDatix and the Client. This document's intention is to outline the package of services that were purchased along with the RL6 system.

This document outlines the project scope, RLDatix' responsibilities, the Client's responsibilities, assumptions and timeline estimates for the project. Any changes to this document will be handled through the Project Change Request (PCR) procedure outlined in this SOW. If a service is not listed in this document, it is not considered part of this project.

This SOW is intended solely for the Client and RLDatix. As such, it is understood that this material will only be disclosed on a confidential basis for select use by employees and advisers retained for this project. This SOW cannot be distributed to anyone who is not directly involved with this project without express written permission from RLDatix.

2 PROJECT SCOPE

2.1 Included in the Scope

RLDatix will perform the following:

1. Delivery of implementation services as specified on the order form
2. Collaboration on developing, monitoring and maintaining a project plan
3. Guidance through technical readiness tasks such as server and database builds
4. Installation of the RL6 application on Test, Training and Production servers
5. Move of RMPPro, FMPro and/or CMPPro data/forms configurations to RL6 using the RLDatix Mover Tool
6. Configuration of interfaces and External Authentication, as per your current RMPPro/FMPro/CMPPro configuration
7. Training system administrators on administration components of the software
8. Guidance on application modifications to user setup for File Info Centers, Report Centers and Alerts & Schedules
9. User Acceptance Test (UAT) and Train-the-Trainer Training
10. System Integration Testing of basic system functionality
11. Provide access to RL6 online learning modules with downloadable content
12. Transfer to the Support and Client Management teams upon roll over to Production
13. Support for a single go live date

2.2 Excluded from the Scope

RLDatix will not perform the following during implementation:

1. Implementation of products or delivery of services not listed on the order form
2. Creation of new customized forms, unless otherwise specified on the order form
3. Configuration changes to the RL6 optimized configuration, unless otherwise specified on the order form
4. Evaluation of the Client's current practices, policies and procedures for the purposes of performance improvement
5. Facilitation of any Client internal meetings
6. Setup of additional system environments and databases
7. Troubleshooting issues relating to the Client's IT infrastructure
8. Installation of non-RLDatix software, servers, workstations or any other hardware
9. Migration of data to RL6 from third-party systems unless otherwise specified in the order form
10. Export of RL6 data to other systems or third parties other than those specified in the order form
11. Modification of Client's CSV files, if applicable
12. On-site or RLDatix-led training of front-line staff and file managers
13. Additional work (beyond purchased project hours) consequent of a violated configuration freeze
14. Special accommodations for multiple go live dates, unless otherwise specified on order form

3 PROJECT OUTLINE

The following section provides an approximate overview of the project's phases.



The RLDatix Mover implementation process is designed to get our clients up and running quickly using a proven methodology that ensures success. With RLDatix's Mover Tool, our process has been refined to provide the easiest path to get you from RMPPro/FMPPro/CMPPro into RL6. As well, it ensures successful user adoption and application rollout with the guidance of an RLDatix Implementation Analyst.

The project outline we are recommending is slightly different from our standard implementation approach as it is geared towards getting you seamlessly from RMPPro/FMPPro/CMPPro into RL6, as well as going live in newly purchased modules. It focuses on limiting disruptions, mitigating risks to ensure success and making you as comfortable and knowledgeable as possible about the differences of RL6.

Notably, we deliver a great deal of training early in the process so that you can develop your own RL6 knowledge and begin determining the effort required for you to train your community and make them comfortable with RL6. We also provide you with online, on-demand training aids early in the process to supplement your knowledge and give you the tools required to communicate to your user community.

Please note: a day of downtime in RMPPro/FMPPro/CMPPro and RL6 is required the day before go-live. The following day, all users will be live with RL6 and RMPPro/FMPPro/CMPPro will no longer be in use.

3.1 Phase 0 – Readiness

During this phase of the project, the Client will assemble a project team and complete tasks assigned in the welcome call. These tasks include preparing local servers and databases, and provisioning VPN client access to RLDatix (no tunnel required). Once this is complete, RLDatix will assign the Client an implementation team and schedule a project kick-off call. For more details, please refer to the steps in the Project Plan.

Deliverables:

1. Welcome call and preparatory task assignments (RLDatix)
2. Signed Statement of Work (Client)
3. Application Orientation Training (delivered by RLDatix to Client)
4. Completed Readiness Assessment (Client, if applicable)
5. Finalized Delphi configuration (Client)
6. Server and database builds in accordance with RLDatix technical specifications (Client)
7. Completed technical workbook (Client)
8. Remote VPN access to server granted to RLDatix implementation resources (Client)
9. User access for databases and Active Directory service accounts set up (Client)
10. CSV file(s) and HL7 interface built (Client, if applicable)
11. Implementation resources assigned (RLDatix & Client)
12. Support Center accounts updated for access to RL6 (RLDatix)
13. Provide client with RLDatix online learning videos/modules (RLDatix)
14. Preliminary project plan (RLDatix)

Client resources involved	Estimated Time commitment
Project Sponsor	5 hours
Project Manager	2-3 hours/week
End User Representative	2-5 hours
System Administrator	2-5 hours
Technical Representative	2-3 hours/week

Estimated Duration: Up to 2 months (subject to client completing preparatory tasks)

Estimated Hours Consumption: It is estimated that 20% of the total budgeted hours will be consumed by the end of this phase.

3.2 Phase 1 – Installation and Move

Phase 1 focuses on installing the Client’s RL6 software. RLDatix will work closely with the Client’s IT resources to successfully install RL6 and connect RL6 to internal systems. RLDatix will provide training for the Client’s trainers to effectively use the system and train end-users. At the same time, RLDatix will also train the Client’s system experts on specific aspects of the application that are required for go-live. Note: a configuration freeze is required in both RMPPro/FMPPro/CMPPro and RL6. This is required due to the mapping that the Mover Tool creates (Move 1), and the mitigation of risks associated to moving the data subsequently.

Deliverables:

1. Installation of application on Testing, Training and Production servers (RLDatix)
2. Move 1: Configuration, locations, users, files, reports (optional), alerts (optional), HL7 historical data (optional), inactive users (optional) (RLDatix)
3. Configuration freeze required in both RMPPro/FMPPro/CMPPro and in RL6 (e.g., fields and pick-lists) (Client)
4. Admin training & configuration sessions (delivered by RLDatix to Client):

Admin training & configuration sessions						
RL6 Configurations validation training	X	X	X			
Fields and Pick Lists	X	X	X	X	X	X
Locations	X	X	X		X	X
Investigation & Analysis Question					X	
Forms Designer (if purchased)	X	X	X	X	X	X
User Profiles	X	X	X	X	X	X
Committee Management				X		
Policy Tower, Transactions and Formulas (if Financial Module purchased)			X			
Alerts & Schedules	X	X	X	X	X	X
Report Editor	X	X	X	X	X	X

5. Configuration of purchased interfaces (RLDatix & Client)
6. Move Validation of RL6 configurations after Move 1 is complete (Client)
7. Establish an action register to note issues identified during the validation phase (Provided to Client by RLDatix)

Implementation Services Statement of Work

Client resources involved	Estimated Time commitment
Project Sponsor	1-2.5 hours
Project Manager	1-1.5 hours/day
End-User Representative	2-3 hours/day
System Administrator	2-3 hours/day
Technical Representative	2 hours/week

Estimated Duration: 1-2 weeks

Estimated Hours Consumption: It is estimated that 68% (20%+48%) of the total budgeted hours will be consumed by the end of this phase.

3.3 Phase 2 – Testing and Validation

Phase 2 focuses on validating that the moved RMPPro/FMPPro/CMPro database is accurately represented in RL6, in preparation for the rollover to Production. RLDatix will conduct a thorough Systems Integration Test (SIT) to validate that all the basic application components and interfaces to the Client’s internal systems function correctly. The Client will also conduct Move Validation/User Acceptance Testing (UAT) to validate proper operation of the moved RMPPro/FMPPro/CMPro database.

Deliverables:

1. Full Systems Integration Test (RLDatix)
2. User Acceptance Test training (delivered by RLDatix to Client)
3. UAT of RL6 after configuration freeze (Client)
4. Complete required RL6 configuration changes such as File Info Centers, Roles, Scopes, Reports, Alerts, Schedules (Client)
5. Finalized configuration (Client)

Client resources involved	Estimated Time commitment
Project Sponsor	2-5 hours
Project Manager	2-3 hours/day
End-User Representative	2-5 hours/day
System Administrator	2-5 hours/day
Technical Representative	2 hours/week

Estimated Duration: 3 weeks

Estimated Hours Consumption: It is estimated that 82% (20%+48%+14%) of the total budgeted hours will be consumed by the end of this phase.

3.4 Phase 3 – Rollover to Production

Phase 3 focuses on the final preparations required for the rollover to Production. During this phase, the Client’s trainers will train its end-users, and ensure that online training/videos are available to the Client’s users. The RLDatix Technical Analyst will also perform the final of two moves. This move will only bring over current data from RMPPro/FMPro/CMPro. As explained previously, a day of downtime in RMPPro/FMPro/CMPro and RL6 is required the day before go-live. The following day, all users will be live with RL6 and RMPPro/FMPro/CMPro will no longer be in use. This day of downtime is necessary as the second move (Move 2) will be performed in the Production environment. At this point, the implementation project is complete, and the Client will be transferred to the RLDatix Support and Client Management teams for ongoing support.

Deliverables:

1. Admin training & configuration sessions (delivered by RLDatix to Client):

Admin training & configuration sessions						
Train-the-trainer training	X	X	X	X	X	X
Post Go-Live Maintenance	X	X	X	X	X	X
Report Designer (if purchased)	X	X	X	X	X	X

2. Train end-users (Client)
3. Move 2: File data into Production environment (RLDatix)
4. Go live (Client)
5. Support during 30-day stability period (RLDatix)
6. Transfer to Client Management and Support (RLDatix & Client)

Client resources involved	Estimated Time commitment
Project Sponsor	2-5 hours
Project Manager	2-3 hours/day
End-User Representative	2-5 hours/day
System Administrator	2-5 hours/day
Technical Representative	2 hours/week

Estimated Duration: 1 week

Estimated Hours Consumption (hours): It is estimated that 100% (20%+48%+14%+18%) of the total budgeted hours will be consumed by the end of this phase.

4 ROLES AND RESPONSIBILITIES

The following section provides information about the roles and responsibilities of both the RLDatix and the Client project teams.

4.1 RLDATIX

Please note that several of the roles and responsibilities listed below may be handled by a single individual. Each role does not necessarily represent a separate RLDatix resource.

4.1.1 RLDatix Project Sponsor

RLDatix will provide a designated Project Sponsor who will:

- Address escalations or project issues that require authority beyond that of the RLDatix Project Manager
- Ensure that the necessary resources are committed to the project

4.1.2 RLDatix Project Manager

RLDatix will provide a designated Project Manager who will:

- Collaborate with the Client Project Manager on the Project Plan
- Ensure all RLDatix project tasks are completed as per the Project Plan
- Resolve project bottlenecks
- Escalate issues to the appropriate party for resolution as needed
- Manage the change control procedure for those tasks which are outside the scope of this project
- Be the primary point of contact for the Client project team

4.1.3 RLDatix Implementation Lead

RLDatix will provide a designated Implementation Lead who will:

- Conduct the Application Orientation and Train-the-Trainer training
- Support the Client Implementation Lead with specific configuration requirements of the software
- Provide support during rolling RL6 over to Production
- Collaborate with the Client and RLDatix Project Managers, as required
- Escalate issues to the appropriate party for resolution as needed
- Participate in project meetings, as agreed by the project team

4.1.4 RLDatix Technical Lead

RLDatix will provide a designated Technical Lead who will:

- Install the RL6 software in collaboration with the Client Technical Representative and the Client System Administrator
 - Configure the RL6 software components and interfaces to other systems as purchased on the order form
 - Conduct the SIT along with the Client resources, as outlined in the Project Plan
 - Provide support during Validation, UAT and the rollover to Production
 - Escalate issues to the appropriate party for resolution as needed
 - Participate in project meetings, as agreed by the project team
-

4.2 THE CLIENT

Please note that a single individual may handle the roles and responsibilities listed below. Each role does not necessarily require a separate Client resource.

4.2.1 Client Project Sponsor

The Client will provide a designated Project Sponsor (ideally a senior member of the organization) who will:

- Demonstrate management-level support and commitment to the project
- Serve as the ultimate decision maker regarding how the project proceeds
- Communicate the project status to senior leadership
- Ensure that the necessary resources are committed to the project

4.2.2 Client Project Manager

The Client will provide a designated Project Manager who is skilled at handling cross-functional project implementations, and who knows how to get things done within the Client's organization. The Client Project Manager will:

- Collaborate with the RLDatix Project Manager on the Project Plan
- Ensure all project tasks are completed as per the Project Plan
- Resolve project bottlenecks
- Escalate issues to the appropriate stakeholders for resolution
- Manage the change control procedure for those tasks which are outside the scope of this project
- Be the primary point of contact for the RLDatix project team

4.2.3 Client End-User Representative

The Client will designate End-User Representative(s) who will:

- Possess a solid understanding of the file management processes as well as the overall project objectives
- Be available throughout the Install & Validation phases of the project
- Be available to answer questions or provide input during the project
- Perform and coordinate end-user education

4.2.4 Client System Administrator

The Client will designate a System Administrator who will:

- Provide Level 1 support to end users and provide day-to-day administration of the system after the rollover to Production
- Work with the RLDatix project team during SIT
- Learn the RL6 system and be available for training, as specified in the Project Plan
- Modify specific configurations with the support of the RLDatix Implementation Lead

4.2.5 Client Technical Representative

The Client will designate a Technical Representative who will:

- Provide RLDatix with system access and participate in the RL6 software installation
- Provide RLDatix with network access and participate in the workstation configuration, if necessary
- Execute appropriate backups of the Testing, Training and Production environments, as required
- Provide ongoing technical support during SIT and after the rollover to Production

5 IMPLEMENTATION TRAINING

During the implementation, training is focused on the necessary knowledge to go live with the software. RLDatix will provide just-in-time training to key personnel to support the stages of the implementation.

All training will be provided remotely via Web unless otherwise specified on the order form.

All the implementation training must be completed during implementation, which includes the 30-day stability period.

Training Session	Estimated Duration	Learning Objectives	Target Group
Application Orientation	2 hrs. – Phase 0	<ul style="list-style-type: none"> ❖ Understand the RL6 environment ❖ Submit a file in RL6 ❖ Manage a file in RL6 	Project Sponsors, Project Manager, End-User Representatives, Technical Representatives, System Administrators
Setting up locations	30 minutes – Phase 1	<ul style="list-style-type: none"> ❖ Discussion on determining location structure to upload into RL6 	System Administrators
Field and Pick Lists	2-3 hrs. – Phase 1	<ul style="list-style-type: none"> ❖ Understand the purpose and significance of a field ❖ Recognize the different types of fields ❖ Understand the use of fields ❖ Understand condition logic 	System Administrators
Forms Designer	2-3 hrs. – Phase 1	<ul style="list-style-type: none"> ❖ Identify components of a form ❖ Submission vs. Management form ❖ Common and Unique sections ❖ Modify existing forms/sections ❖ Static clusters and labels ❖ Create new fields ❖ Section post back ❖ Constraints 	System Administrators

Implementation Services Statement of Work

Investigation & Analysis (Root Cause)	2-3 hrs. – Phase 1	<ul style="list-style-type: none"> ❖ Understand how to modify constraints ❖ Understand how to edit the Analysis Investigations Questions sets ❖ Understand how to add additional Analysis Investigation Questions 	System Administrators
Policy Tower, Transactions and Formulas (Claims, if Financial module purchased)	2-3 hrs. – Phase 1	<ul style="list-style-type: none"> ❖ Understand how to set Policy Towers ❖ Understand how to manage Transaction types ❖ Understand how to modify Formulas ❖ Understand Libraries that need to be set up 	System Administrators
User Profiles	2-3 hrs. – Phase 1	<ul style="list-style-type: none"> ❖ Understand what is required to set a new user ❖ Understand user appearances ❖ Understand what a role is ❖ Understand what a scope in RL6 is 	System Administrators and Basic Admins (if applicable)
Committees (Peer Review)	30 minutes – Phase 1	<ul style="list-style-type: none"> ❖ Understand how to set up a Committee ❖ Understand how to add users to a Committee 	System Administrators
Alerts & Schedules	1-2 hrs. – Phase 1	<ul style="list-style-type: none"> ❖ Understand alerts & schedules ❖ Create and modify alerts ❖ Create and modify schedules 	System Administrators and Basic Admins (if applicable)
Report Editor	1-2 hrs. – Phase 1	<ul style="list-style-type: none"> ❖ Understand the purpose of reports ❖ Create basic reports using Report Editor ❖ Manager reports ❖ Develop awareness of configuration considerations 	System Administrators

Implementation Services Statement of Work

User Acceptance Testing Training	1-2 hrs. – Phase 2	<ul style="list-style-type: none"> ❖ Understand the RL6 environment ❖ Submit a file in RL6 ❖ Manage a file in RL6 ❖ Review test scenarios 	End-User Representatives
Train the Trainer Training	1-2 hrs. – Phase 3	<ul style="list-style-type: none"> ❖ Understand the RL6 environment ❖ Submit a file in RL6 ❖ Manage a file in RL6 	End-User Representatives or Corporate Trainers
Post Go-Live Maintenance	1-2 hrs. – Phase 3	<ul style="list-style-type: none"> ❖ Understand General System Parameters ❖ Manage your users ❖ Manage your locations structure ❖ Troubleshoot common issues 	System Administrators
Report Designer (if purchased)	1-2 hrs. – Phase 3	<ul style="list-style-type: none"> ❖ Understand Report Bands & Structure ❖ Build and Modify your data set ❖ Plot Objects and understand the properties grid ❖ Use basic calculated expressions and conditional formatting ❖ Add a logo to a report to the report ❖ Change Color Scheme of a chart ❖ Add a constant line 	System Administrators

6 PROJECT ASSUMPTIONS

To execute the project successfully, several key assumptions have been made. Deviations that arise during the project may affect project timelines and the scope of work provided by RLDatix. If any such situations occur, RLDatix and the Client Project Managers will meet and agree on the appropriate course of action.

Project:

- All project-related work will be performed as per the Project Plan within designated timelines
- Additional hours will be purchased by the Client in the event that the hours included in the order form are insufficient
- Changes to the Project Plan will be mutually agreed upon between RLDatix and the Client through the change control process
- RLDatix representatives will participate in meetings, as required, either in person or by telephone. Time spent in remote/on-site meetings is counted towards the purchased service hours.

Technical:

- The servers or virtual machines for Testing, Training and Production environments meet or exceed the specifications provided by RLDatix and are ready according to the Project Plan
- The Client workstations meet or exceed the specifications provided by RLDatix
- The Client will install and configure the servers (operating systems, patches, virtual machines, etc.) prior to the RL6 software being installed
- The Client's technical staff are familiar with internal systems and network settings
- The Client technology infrastructure is sufficient to support reasonable performance of the RL6 system
- Technical support will be available to RLDatix throughout this project
- RLDatix will be provided with access (including VPN access) to all the necessary software, systems and servers to perform its responsibilities as part of this project

Organizational:

- Any software support subsequent to the completion of the project will be provided in accordance with the RLDatix Software Support and Maintenance Guide (<https://www.rldatix.com/en-us/company/terms>).
- Client System Administrator(s) and RLDatix will track all software-related issues via the RLDatix Support Center
- If applicable, the Client will be responsible for all expenses related to on-site services including, but not limited to, airfare, accommodation, car and mileage, food and other living expenses, as per the RLDatix Client Services Guide (<https://www.rldatix.com/en-us/company/terms>)

7 SERVICE HOURS

The Service Hours listed on the Order Form represent the maximum amount of time that RLDatix resources will provide as part of this project. Great care has been taken to properly scale the Service Hours to this project. In most cases, the Service Hours should be sufficient to achieve successful implementation. In the event that the Service Hours listed are not sufficient, additional time from RLDatix can be purchased.

Travel time is not deducted from the quoted implementation service hours and is not billed to the Client. All expenses related to travel, such as airfare, car, mileage, hotel and living expenses are billable and are not included in the Order Form.

RLDatix will track all time spent by all RLDatix resources on the implementation project. Activities tracked include, but are not limited to:

- All remote and onsite meetings and conference calls
- Communications by phone or email
- Technical and non-technical assistance
- Configuration activities
- Internal RLDatix meetings related to the project
- Preparation of notes/minutes/documentation, etc.

RLDatix will inform the Client of hours utilization after each phase of the implementation, unless an alternate frequency is agreed upon. At that time, RLDatix may also make a recommendation for the best use of the remaining hours and/or the purchase of additional service hours.

Upon completion of the implementation project, unused service hours will expire and cannot be transferred to other products or services.

8 CHANGE CONTROL

The following is a detailed explanation of the process for making a change to the project scope and/or this SOW, if required.

1. A Project Change Request (PCR) will be the vehicle for communicating change. The PCR will describe the change, the rationale for the change and the impact the change will have on the project.
2. The designated Project Manager of the requesting party will review the proposed change and determine whether to submit the request to the other party.
3. Both Project Managers will review the PCR and determine if it is necessary. If both agree, then the PCR will be investigated by RLDatix.
4. The results of the investigation including any designs, costs and timeline estimates will be presented to the Client Project Manager for discussion and approval.
5. Upon signed approval by the Client Project Manager, RLDatix will commence work as outlined in the PCR.

9 PROJECT DELAYS

RLDatix recognizes and accepts that there may be delays during the project life cycle due to events beyond the control of both RLDatix and the Client. Such delays may include, but are not limited to, delays in obtaining project approvals, weather issues, personal emergencies and personnel changes. RLDatix considers these delays a normal part of conducting business and will work together with the Client to accommodate these types of delays.

RLDatix reserves the right to reassign resources and/or re-prioritize this project if a delay occurs due to a lack of response from the Client or the Client requested suspension of the project due to other priorities or extended changes in personnel, and those changes result in scheduling conflicts with other RLDatix projects. This may result in a restart date that may or may not match the Client's desired date.

Project delays may also add more RLDatix hours to the project. This situation will be handled using the change control process outlined previously.

10 COMPLETION CRITERIA

RLDatix will have fulfilled its obligations under this SOW when any one of the following first occurs:

- RLDatix achieves the deliverables and checkpoints described in this SOW; or,
- The implementation service hours listed on the order form have expired; or,
- The Client is successfully transferred to the Client Management and Support teams.

<Client Name>

Implementation Project – Authorization to Proceed

RLDatix will provide services to <Client Name> to implement the RLDatix products successfully into Production as outlined in this Statement of Work dated December 12, 2019.

The signature below indicates our agreement and acceptance of the proposed scope of work and authorizes RLDatix to begin work on this project.

<Client Name>

Authorized Signature: _____

Name: _____

Title: _____

Date: _____

RLDatix

Authorized Signature: _____

Name: _____

Title: _____

Date: _____