

**IMPLEMENTATION SERVICES – RL6**  
**- Statement of Work -**  
**Standard Implementation**

December 12, 2019  
*Proprietary and Confidential*

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## 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. Installation of the RL6 optimized configuration
6. Configuration of applicable interfaces and CSV lookups (a single HL7 feed and External Authentication up to a maximum of five domains)
7. System Integration Testing of basic system functionality and configuration
8. Training system administrators on administration components of the software
9. Support and guidance for Client Administrators to make application configuration changes to the RL6 optimized configuration
10. File Manager User Acceptance Test (UAT) and Train-the-Trainer training
11. Provide access to available RL6 online learning modules with downloadable content
12. Support for concurrent rollout of RL6 modules (if multiple modules purchased) and a single Go Live date
13. Transfer to the Support and Client Management teams upon roll over to Production

## **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, including implementation of more than 1 HL7 feed or more than 5 External Authentication domains
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 other systems, unless otherwise specified on the order form
10. Modification of Client's CSV files, if applicable
11. Export of RL6 data to other systems or third parties other than those specified on the order form
12. Sequential rollouts of RL6 modules
13. Multiple Go Live dates
14. On-site or RLDatix-led training of front-line staff and file managers

### 3 PROJECT OUTLINE

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



The RLDatix implementation process is designed to get our clients up and running quickly using a proven methodology that ensures success. After 1800+ implementations, our process has been refined to emphasize training that enables clients to configure their own RL6 software with the support of an RLDatix Implementation Analyst.

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### 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, unless hosted by RLDatix). Once this is complete, the Client will be assigned an implementation team and RLDatix will schedule a project kick-off call. For greater detail, 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. Server and database builds in accordance with RLDatix technical specifications (Client, or RLDatix if hosting services are part of the order)
5. Purchase of any certificates required to complete the project (e.g., https; Client)
6. Provision of all applicable technical specification documentation (RLDatix)
7. Completed technical workbook (Client)
8. Remote VPN access to server granted (Client)
9. User access for databases and Active Directory service accounts set up (Client, if applicable)
10. CSV file(s) and HL7 interface built (Client, if applicable)
11. Completed business applications workbook for each module purchased (Client)
12. Completed list of file manager users (Client)
13. Establish project meeting schedule (RLDatix & Client)
14. Implementation resources assigned (RLDatix & Client)
15. Preliminary project plan (RLDatix)

<b>Client resources involved</b>	<b>Estimated time commitment</b>
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:*** 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.

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### 3.2 Phase 1 – Installation and Configuration

Phase 1 focuses on installing and configuring 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. At the same time, RLDatix will train the Client’s system experts on all aspects of the application. The Client will have approximately 3 weeks to complete any configuration changes required with the guidance and support of RLDatix.

**Deliverables:**

1. Provision of 2 Support Center accounts per module purchased, unless specified otherwise (RLDatix & Client)
2. Installation of the RL6 application on Testing, Training and Production servers (RLDatix)
3. Admin training & configuration sessions (delivered by RLDatix to Client):

Admin training & configuration sessions						
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

4. Completed configuration changes of purchased interfaces, excluding creation of new forms or any custom work not specified in the purchase order (Client with guidance and support from RLDatix)
5. Completed list of users (Client with guidance and support from RLDatix)
6. A single mass user upload to the RL6 application (RLDatix)

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

**Estimated Duration:** 1 month

**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

Phase 2 focuses on testing the installed and configured application 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. Once this test is complete, the Client will conduct User Acceptance Testing (UAT) to validate that the application configuration supports its data collection and workflow needs.

***Deliverables:***

1. Completion of full Systems Integration Test (RLDatix)
2. User Acceptance Test training (delivered by RLDatix to Client)
3. Completion of User Acceptance Test and log of any encountered issues (Client)
4. Support and guidance for the Client to validate and finalize the configuration from Phase 1 (RLDatix & Client)
5. Finalized configuration (Client)

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<b>Client resources involved</b>	<b>Estimated time commitment</b>
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.

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### 3.4 Phase 3 – Roll Over to Production

Phase 3 focuses on the final preparations required for the rollover to Production. During this phase, RLDatix will provide training and access to training material for the Client’s trainers to effectively train end-users. Once this is done and the completed configurations have been copied to the Test and Production environments, the RL6 system is considered to be ready for functional use. After a 30-day stability period, the implementation project is considered complete. The Client will then be transferred to the Support and Client Management teams for ongoing support.

Note: Phase 3 is not dependent on the Client completing end-user training. Once the configurations have been copied to the Production environment, the Client can begin reporting at any time.

**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. Conduct End User training (Client)
3. Copy configurations from Training to Test and Production environments (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:** 6 weeks

**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 RLDatix and the Client project teams.

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### 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, Admin and Train-the-Trainer training
- Support the Client Implementation Lead with configuration of the software
- Provide support during UAT and 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's resources, as outlined in the Project Plan
  - Provide support during 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
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## **4.2 THE CLIENT**

*Please note that the roles and responsibilities listed below may be handled by a single individual. 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 & Configuration phase of the project
- Be available to answer questions or provide input during the project
- Participate in the User Acceptance Testing
- 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 and UAT
- Learn the RL6 system and be available for training, as specified in the Project Plan
- Modify 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, UAT 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"> <li>❖ Understand the RL6 environment</li> <li>❖ Submit a file in RL6</li> <li>❖ Manage a file in RL6</li> </ul>	Project Sponsors, Project Manager, End-User Representatives, Technical Representatives, System Administrators
Setting up locations	30 minutes – Phase 1	<ul style="list-style-type: none"> <li>❖ Discussion on determining location structure to upload into RL6</li> </ul>	System Administrators
Field and Pick Lists	2-3 hrs. – Phase 1	<ul style="list-style-type: none"> <li>❖ Understand the purpose and significance of a field</li> <li>❖ Recognize the different types of fields</li> <li>❖ Understand the use of fields</li> <li>❖ Understand condition logic</li> </ul>	System Administrators
Forms Designer	2-3 hrs. – Phase 1	<ul style="list-style-type: none"> <li>❖ Identify components of a form</li> <li>❖ Submission vs. Management form</li> <li>❖ Common and Unique sections</li> <li>❖ Modify existing forms/sections</li> <li>❖ Static clusters and labels</li> <li>❖ Create new fields</li> <li>❖ Section post back</li> <li>❖ Constraints</li> </ul>	System Administrators

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

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

## 6 PROJECT ASSUMPTIONS

To execute the project successfully, several key assumptions have been made. Deviations that arise during the project may impact 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 (unless RLDatix hosting services have been purchased)
- 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, if applicable) 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 onsite 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 on-site 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: \_\_\_\_\_