Scope of Work ("SOW")

Propelus, Inc., d/b/a Propelus ("EverCheck")

1. Purpose

The purpose of this Scope of Work is to outline Implementation requirements and deliverables. Capitalized terms not otherwise defined in this SOW will have the meaning attributed to them in the Order Form.

2. Project Duration

Propelus requires a minimum of thirty (30) days following the Effective Date of the Order Form to accommodate pre-project activities such as planning, staffing and technology activities. The detailed Project Timeline will outline the estimated timing of Propelus's work. The estimated project duration from Kick Off to Go Live is twenty-four (24) weeks ("Project Timeline"). Once the Project Timeline is finalized, extended Customer delays and changes to the scope of work may result in changes to scheduling and services. Charges for additional services will be billed at Propelus's then current rate for such services.

3. Scope of Services

EverCheck Premium	Scope of Services
	License Verification is an HR solution that verifies and monitors Employees' licenses, certifications and registrations (LCR) ("License Verificaiton"). **Positions Manager** serves as a centralized repository for all LCR requirements associated with each position within an organization. The primary purpose of this capability is to maintain up-to-date information on the specific LCR requirements for each job role. **Prehire** houses trusted, accurate, and timely primary source verification data from candidates' LCRs. **Wallet** is a self-service license management application for healthcare professionals. The app allows licensed professionals see which licenses their organization currently tracks and submit licensure updates as necessary.
Kick Off	During project Kick Off, the Implementation team and the Customer project team meet to review and approve the project plan, deliverables and to assign the next project steps. Propelus will host a one (1) hour webinar.
sFTP	Propelus will establish a secure FTP site through which all files will be transferred. Customer will confirm access to the sFTP by utilizing the provided login information or credentials provided by Propelus.

	• Customer is solely responsible for any work, programming or troubleshooting required to establish and maintain automatic retrieval of files delivered through the sFTP.
License Verification-Crosswalk File	Customer will provide a list of license codes, descriptions, and issuing sources. Propelus will provide an initial Crosswalk File using the information provided.
License Verification-Image Files (if applicable)	Propelus will program delivery of most image files captured during the License Verification process. The images will be sent as verification occurs to an sFTP location specified by Propelus. • While Customer may access the images both manually and automatically, Customer is solely responsible for any work, programming or troubleshooting required to establish and maintain automatic retrieval.
License Verification-HRIS Inbound File	Propelus will program the HRIS Inbound File for delivery via sFTP according to agreed upon specifications. This includes updates of license expiration and/or license status captured directly from the primary source by the Services on a daily basis.
License Verification-LCR File	Propelus will provide file specifications for the LCR file, which will be programmed for delivery to sFTP by Customer. The LCR file contains all licenses, certifications, and registrations that should be verified by the Services.
License Verification-System User File	Propelus will provide file specifications for the System User File, which will be programmed for delivery to sFTP by Customer. This file determines which of Customer's users will have access to the Services and their respective permissions (e.g. Employee data, application access, Notifications, etc.)
File Sign Off	Final Sign offs of each File must be provided by both Parties prior to initial upload. This sign off certifies that, to the best of both Parties' knowledge, Customer has provided accurate and complete data files, determined whether Image Files and/or SSO will be used, and Propelus has inspected and approved the initial upload.
Notifications	Customer determines the cadence and language to be used in the Custom Renewal Reminder Notifications. Propelus will provide sample Notifications to be approved by the Customer. Change Notification emails, though not customizable, may be enabled for system users after they are granted access to the account.
Enable SSO (if applicable)	Should Customer wish to enable Single Sign On (SSO), Propelus will install the necessary tokens to properly authorize users from Customer's Active Directory. Propelus currently Supports SSO only through the Active Directory Federation Services/Azure platforms. The Customer is responsible for maintaining the Active Directory post Go Live.

Admin Training (License Verification)	Propelus will lead one (1) training session for up to ten (10) Administrator accounts within the Service. Training will be held via remote webinar. All trainings are considered confidential information and may not be further disclosed to any third party or used by Customer for any purpose other than the internal user training for which it was designed. ● Propelus will grant access to the EverCheck account for Administrator accounts following the training.
Positions Manager/Prehire-Positions File	Propelus will provide file specifications for the Positions file, which will be programmed for delivery to sFTP by Customer. The Positions file contains all position requirements that should be uploaded into the account. Customer must adhere to the Specifications in order for positions to be successfully uploaded into Positions Manager.
Positions Manager/Prehire-Employee Demographic File	Propelus will provide file specifications for the Employee Demographic file, which will be programmed for delivery to sFTP by Customer. The Employee Demographic file contains all active Employees that should be uploaded into the account. Customer must adhere to the file specifications in order for Employees to be successfully uploaded. The Employee Demographic File will then take the place of the previously configured LCR File.
Positions Manager/Prehire-Applicant File	Propelus will provide file specifications for the Applicant file, which will be programmed for delivery to sFTP by Customer. The Applicant file contains all active applicants/candidates that should be uploaded into the Prehire Service. Customer must adhere to the Specifications in order for applicants/candidates to be successfully uploaded.
Positions Manager/Prehire- File Sign Off	Final Sign off will be provided by both Parties prior to initial upload. This sign off certifies that, to the best of both Parties' abilities, Customer has provided accurate and complete data files and EverCheck has thoroughly inspected and approved the initial upload.
Positions Manager/Prehire-Positions Audit	Propelus will upload Customer's finished Positions and Employee Demographic files into their Service account and provide up to two reports to Customer with feedback on missing Employee license requirements.
Supervisor Training	Propelus will lead up to two (2) training sessions for up to twenty (20) Supervisors' accounts per session. Training will be held via remote webinar. Propelus will also provide the Customer project team with a Wallet training video that can be shared with Supervisors.
Wallet – Engagement Plan	Propelus will develop an engagement plan for Customer's implementation of the Service integration with the EverCheck Wallet application. The engagement plan will include guidance around organizational communications for both managers and caregivers. Customer will deliver to Propelus all internal Support workflows and communications to be distributed to its Employees regarding EverCheck Wallet for Propelus's review and approval.

Go Live	Propelus will provide Customer users access to Customer's EverCheck account and the License Verification dashboard that displays the results of the license verification process. The following reports will also be made available: ● License Status ● Expiration date ● Date renewed ● Disciplinary Action Report ● Name Discrepancy Report ● Employee Roster ● User Report, Upload Summary ● Wallet Adoption Report At Go-Live, EverCheck will generate registration emails, inviting all Employees who hold active LCRs in your EverCheck account. This registration link will be sent via email and will be delivered to the email we have on record for the Employee. ● Propelus will provide a portal for Employees to sign up for Wallet if they meet the requirements to receive an invitation.
Post Go Live Support	Post Go Live Support will be provided by the Propelus Implementation team for up to four (4) weeks post Go Live. The Propelus Implementation team will continue to meet with Customer to address any open items before transitioning the Customer to Customer Success and Support.

Roles and Responsibilities	**<u>Implementation Roles and Responsibilities of Customer</u>**
	
	   a. Identify a team of resources to participate in the implementation project comprised of:
	      ● Executive Project Sponsor
	         ○ Executive oversight and escalation point
	      ● Project Manager
	         ○ See below (b.)
	      ● Change Management Resource
	         ○ See below (c.)
	      ● HRIS Specialist
	         ○ Configuration,provides file specifications ,assists in testing and processing of files
	      ● Information Technology resource
	         ○ Network, security, hardware, and Support
	
	   b. Identify a Project Manager who will be the central point of communication during and after implementation. Responsibilities for this position include driving the below tasks but are not limited to:
	      ● Risk identification and mitigation
	      ● Communication to/from the Customer team

- External communications to/ from Propelus
- Track Customer tasks and responsibilities in cooperation with the Propelus team.
- Coordinate appropriate Customer resources to Support the project.
- Assist in the development and management of the project schedule.
- Communicate all relevant events to the Customer Project Team and stakeholders as appropriate throughout the implementation.
- Complete/coordinate build tasks with staff, as needed
- Customization and distribution of training materials needed for End-user Training
- Creation of downtime policy and procedure
- Coordination with any third-party vendors not subcontracted by Propelus
- Identify internal resources as required to meet project plan objectives.
- Ensure Customer has accomplished necessary activities in preparation for the tasks related to the implementation.

c. Identify a Change Management Resource who will be responsible for driving tasks such as, by way of example and not limitation:
- Communicating internal workflow changes
- External communications to/ from Propelus
- Customization and distribution of process documents needed by End-users
- Coordinate all communication to end users prior to Go Live.

Implementation Roles and Responsibilities of Propelus

a. Identify Propelus's project team for the implementation comprised of:
- Executive Sponsor
  - Executive oversight and escalation point
- Implementation Specialist
  - See below (b.)
- Customer Success Manager
  - Account Manager

b. Responsibilities of the Propelus team will include:
- Consult while providing expert advice on product options and deployment of a standard solution of the applications.
- Help answer questions around License Verification deployment.
- Risk identification and mitigation.

	- Collaborate with the Customer Project Team during regularly scheduled status calls. - Document key decisions and activities, including any deviations from standard deployment recommendations. - Guide the Customer through any functionality questions. - Reasonably understand industry use of application and help promote adoption. - Utilize the Propelus implementation methodology. - Collaborating with the Customer regarding the alignment of the project with Customer requirements. - Maintain project management documents within one centralized location. - Coordination regarding the development and adherence to Project Timeline. - Propelus commits to work with the Customer towards mutually agreed upon product issue resolutions.

4. **Assumptions**
   - The above scope of work includes one project phase/Go Live. Additional phases/Go Lives are out of scope and will require additional services. Charges for additional services will be billed at Propelus's then current rate for such services.
   - The customer is responsible for initiating the business relationship with any party vendors and ensuring that these vendors are engaged in the project. Any delays caused by or resulting from Customer's vendors are the responsibility of Customer.

5. **Location of Work**
   - All work by Propelus will be conducted remotely.