



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 six (6) 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 Wallet	Scope of Services
	<ul style="list-style-type: none">• Wallet is a self-service license management application for healthcare professionals. The app allows licensed professionals to see which licenses their organization currently tracks and submit licensure updates as necessary.
Kick Off	<p>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.</p> <ul style="list-style-type: none">• Propelus will host a one (1) hour webinar.
Notifications	<p>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.</p>
Admin Training	<p>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.</p>



Supervisor Training	Propelus will also provide the Customer project team with a Wallet training video that can be shared with Supervisors.
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	<p>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.</p> <ul style="list-style-type: none"> • EverCheck will provide a portal for employees to sign up for Wallet if they meet the requirements to receive an invitation. • The Wallet Adoption Report will also be made available.
Post Go-Live Support	Post go live support will be provided by your Propelus Implementation team for up to two (2) weeks. The Propelus Implementation team will continue to meet with your organization to address any open items before transitioning the Customer to Customer Success and Support.
Roles and Responsibilities	<p><u>Implementation Roles and Responsibilities of Customer</u></p> <ol style="list-style-type: none"> Identify a team of resources to participate in the implementation project comprised of: <ul style="list-style-type: none"> • Executive Project Sponsor <ul style="list-style-type: none"> ◦ Executive oversight and escalation point • Project Manager <ul style="list-style-type: none"> ◦ See below (b.) • HRIS Specialist <ul style="list-style-type: none"> ◦ Configuration, provides file specifications, assists in testing and processing of files • Information Technology resource <ul style="list-style-type: none"> ◦ Network, security, hardware, and support 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: <ul style="list-style-type: none"> • Risk identification and mitigation • Communication to/from the Customer team • External communications to/ from Propelus

	<ul style="list-style-type: none"> • 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 • Coordinate all communication to end users prior to Go-Live. • 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 each implementation phase. <p><u>Implementation Roles and Responsibility of Propelus</u></p> <ol style="list-style-type: none"> Identify Propelus's project team for the implementation comprised of: <ul style="list-style-type: none"> • Executive Sponsor <ul style="list-style-type: none"> ○ Executive oversight and escalation point • Implementation Specialist <ul style="list-style-type: none"> ○ See below (g.) • Customer Success Manager <ul style="list-style-type: none"> ○ Account Manager Utilize the Propelus implementation methodology Identify a Propelus Implementation Specialist. The Propelus Implementation Specialist will maintain the ongoing relationship with the Customer team for the implementation. Customer expectations for the Implementation Specialist include collaborating with the Customer regarding the alignment of the project with Customer requirements. The Propelus Implementation Specialist shall Maintain project management documents within the shared area. Coordination regarding the development and adherence to Project Management Plan.
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	<p>g. Responsibilities of the Propelus team will include:</p> <ul style="list-style-type: none"> • Consult while providing expert advice on product options and deployment of a standard solution of the applications. • Help answer questions around License Verification deployment. • Collaborate with the Customer Project Team during regularly scheduled status calls. • Document key decisions and activities, including any deviations from standard deployment recommendations. • Guide Customer through any functionality questions. • Reasonably understand industry use of application and help promote adoption. <p>h. Propelus commits to work with Customer towards mutually agreed upon product issue resolutions.</p>
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4. Assumptions

- SSO access to the Wallet application is not available
- 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 CE Broker will be conducted remotely.