Scope of Work ("SOW")

CE Broker, Inc., d/b/a Propelus ("Immuware") and "Customer"

1. Purpose

The purpose of this scope of work is to outline implementation requirements and deliverables. The details of the scope of Implementation services is included below. Capitalized terms not 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 estimated project duration from Kick Off to Go Live is sixteen (16) weeks, provided that Customer adheres to Propelus' standardized best-practice workflow templates and does not include third party vendor integrations. Once the project timeline is finalized, Customer delays and changes in scope may result in changes to scheduling and services. Charges for additional services will be billed at Immuware's then current rate for such services.

3. Scope of Services

Immuware Core

Immuware is a web-based Employee Portal that allows healthcare organizations to track and verify compliance for pre-hires, new hires and existing Employees' statuses for immunizations, medical surveillance, licensure/ certifications and training requirements.
 	
Implementation of Immuware's Core Record Types
● Immunizations
    ○ COVID-19 Vaccine
    ○ Hepatitis B Vaccine
    ○ Influenza Vaccine
    ○ MMR Vaccine
    ○ Tdap/Td Vaccine
    ○ Varicella Vaccine
● Screenings/Surveillance
    ○ Charting & Notes
    ○ Color Vision Screening
    ○ Drug Screening
    ○ Employee Health Onboarding Clearance
    ○ Health Screening
    ○ Respirator Fit Test
    ○ Tuberculosis Surveillance

immuware
By **Propelus**

Scope of Services	
Pre-Kickoff	Customer will provide the guided information for Immuware teams to initiate the setup of the Employee Portal, which includes but is not limited to: ● Agreed domain name of the website address (URL) ● Logos to be used for the site and reports ● Information for the Log In page ● Signature name of system Notifications ● Implementation Questionnaire Customer will confirm the team resources as outlined below. Immuware will perform the following activities during the Pre-Kickoff period: ● Internal transition from Immuware's Sales team to Immuware's Implementation and Customer Success Teams ● Site set up and standard configurations Immuware will schedule an initial welcome call with the key Customer point of contact to introduce the Immuware project team and discuss next steps: ● Templates and reference guides ● Whitelist information ● Date and key attendees for the Project Kick Off
Kick Off	Immuware Implementation team will host a one (1) hour Project Kick Off webinar to introduce: ● Project team members from Immuware and Customer ● Immuware implementation methodology ● Project scopes ● High level project timeline ● Next steps
Configuration	The Immuware team will set up the Employee Portal with the default settings and standard configurations of the outlined record types above. When the site is ready, Immuware will host a one (1) hour System and Best Practice Walkthrough webinar with up to fourteen (14) participants; it will provide essential knowledge for Customer project team to review the setup, which includes: ● Overview of how to use the Employee Portal ● Introduction of the best practice workflow ● Introduction of the maintenance functions (Notifications, Onsite Administrative Locations, Obligations, etc.) Customer will review the configurations and workflow of implemented record types and test the functions. Immuware Implementation team will assess the feasibility of each change request to avoid scope creep or impact the standard implementation design.

	Any changes on the standard configurations may result in a change to the scope and cost.
Personnel Data & Permission	Personnel Data File ("P-File") comprises Employee demographic information and Immuware user account information. Customer (or third party HRIS vendor if a Personnel Data Integration is selected) will prepare the P-File by following the specifications of the Immuware-provided template. Immuware will assist Customer with the initial Employee data import for up to three (3) rounds of the P-File review and import. Any additional review may result in a change to the scope and cost, and should be avoided. Roles and Permissions control the functions and behavior in the Employee Portal. Customer will determine what User Roles are required for the day-to-day operations requirements; the Immuware Implementation team will provide recommendations for the relevant Default Global Permissions.
Personnel Data Import / Personnel Data Integration	Immuware Supports Personnel Data Import in 2 ways: ● Manual file import via Personnel Import function on the Employee Portal by the Administrator user ● Automated file import at the agreed frequency and schedule (i.e. Personnel Data Integration). Personnel Data Integration is optionally included in the Core offer. For Personnel Data Integration: Customer will initiate the business relationship with up to one relevant third party HRIS vendor. Customer remains actively involved during the personnel data integration setup. Immuware will host the Secure File Transfer Protocol ("SFTP") server for the incoming P-File, and enable the integration at the agreed schedule. Customer will monitor the Personnel Import Status Summary and troubleshoot data issues on a regular basis.
Administrative and User Acceptance Training	Immuware team will host a one (1) 1-hour training webinar for up to fourteen (14) participants. Administrators will be trained to use the system successfully and to confidently complete User Acceptance Testing (UAT). 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. The topics include: ● Functions and Permission Summary of the applied user roles ● Personnel Data Maintenance ● User Management ● Notifications ● Dashboard and Reports

	• Personnel Obligations and Deadlines • Summary of the implemented Record Types settings
User Acceptance Test (UAT) Testing	Customer will run the final tests on the implemented record types and functions in detail: • with various business use case scenarios • by different user roles The Immuware team will assess each UAT feedback and mutually agree on any modifications. Customer will be provided a sign off at the end of the Testing process.

Go Live Preparation	Customer will provide the following to Immuware Implementation Team for Go Live preparation:
	• Final production personnel data file
	• List of users who will receive the Welcome Email on the Go Live date
	• List of Special User Roles to be assigned by user Name/ user email (Data Entry, Clinician, Administrator, Approver, Clinician, Data Entry, Recruiter, Scheduler)
	
	Customer will confirm the completion of the following tasks and site settings:
	• IT Whitelist
	• Personnel Obligations and Deadlines
	• Notifications templates (including Welcome Emails)
	• Go Live Communication
	
	Immuware will confirm the following site settings jointly with Customer:
	• Default Global Permissions is set
	• Latest Personnel data is imported successfully
	• All User Accounts with user roles assignment is set
	• Distribution of the Welcome Email template(s) is agreed
	• Notifications templates are activated
	• Relevant integrations are enabled
	• Go Live schedule is agreed
	
	Immuware will prepare the Go Live Reference Materials:
	• Implemented Record Type Workflow Deck
	• Go Live Reference
	    ○ Summarize the record types settings
	    ○ Finalize the Personnel Data Definition
	    ○ Summarize the Default Global Permission settings for Go Live
	    ○ Summarize the Go Live Personnel / Users distribution and counts
	    ○ Highlights and reminder actions for Customer

Go Live	Immuware will grant access to Customer's users within the agreed Go Live schedule, and the corresponding Welcome emails with log in information will be sent out.
	Immuware will send an official Go Live communication to the project team with the Go Live reference materials, acknowledging that the production deployment is completed and the Employee Portal is officially launched.
Post Go Live Support	Post Go Live Support will be provided by the Immuware Implementation team for up to two (2) weeks following Go Live.
	Immuware will action the following activities during the Post Go Live period:
	● Monitor and stabilize the site
	● Internal transition from Immuware Implementation Team to Immuware Support and Customer Success Teams
	● Ensure Customer key contact and/or Customer's Support personnel registered an account in the Immuware Support Portal
	● Transition Customer to Customer Success and Support

4. 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.)
- Employee and Occupational Health Lead
  - Configuration, provides file specifications ,assists in testing and processing of files
- Information Technology resource
  - Network, security, integrations
- Data Analysts
  - Configuration,provides file specifications ,assists in testing and processing of files

b. Identify a Project Manager for the facilities 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 project team.
- External communications to/ from Immuware.
- Track Customer tasks and responsibilities in cooperation with the Immuware Implementation Team.

- Coordinate appropriate Customer resources to Support the project.
- Assist in the development and management of the project schedule, ensuring timely responses from the Customer's team.
- Communicate all relevant events to the Customer Project Team and stakeholders as appropriate throughout the implementation.
- Complete/coordinate build tasks with staff, as needed.
- Print all training materials and process documents needed for End-user Training.
- Create/Coordinate all training materials and process documents needed for End-user Training.
- Conduct End-User Training
- Creation of downtime policy and procedure.
- Coordination with any third-party vendors not subcontracted by Immuware.
- Creation/Coordination of Customer -related test script definition and data needs, prior to Testing.
- Identify internal Customer and other organizational resources as required to meet project plan objectives.
- Responsible for signing off on project deliverables.
- Ensure Customer has accomplished necessary activities in preparation for the tasks related to the implementation .
- Responsible for initiating the business relationship with up to 1 relevant 3rd party HRIS vendor and ensuring that this vendor is engaged in the implementation.

Implementation Roles and Responsibilities of Immuware

a. Identify Immuware'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 Immuware team will include:

- Maintain the ongoing relationship with the Customer project team for the duration of the implementation.
- Collaborating with the Customer regarding the alignment of the project with Customer requirements.
- Risk identification and mitigation.
- Coordination regarding the adherence to Project Timeline.
- Consult while providing expert advice on product options and deployment of a standard solution of the applications.
- Help answer questions and solve deployment issues.
- Collaborate with the Customer project team during regularly scheduled status calls.

- Document key decisions and activities, including any deviations and implications from standard deployment recommendations.
- Guide Customer through any functionality questions.
- Train Customer's Administrators/trainers on Immuware.
- Reasonably understand industry use of application and help promote adoption.

5. **Assumptions**
   - The above scope of work includes one project phase/ Go Live. Additional phases/ Go Lives are out of scope and will require additional professional services and may be subject to additional cost.
   - Customer is responsible for initiating the business relationship with their third party vendors and ensuring that this vendor is engaged in the project. Any delays caused by or resulting from Customer's vendors are the responsibility of Customer.

6. **Location of Work**
   - All work by Immuware will be conducted remotely.