



HEALTHCARE
IT LEADERS

December 6, 2021

Statement of Work for

COVID-19 Contact Tracing Solution

Submitted to



Nick Mortaloni, Director of Student Affairs

Submitted by:
Cole Rossi
(864) 270-8959

<https://www.healthcareitleaders.com/>

925 North Point Pkwy, Suite 425
Alpharetta, GA, 30005

Table of Contents

Executive Overview	2
General Description of Services	3
Scope of Services	4
Deliverables	6
Professional Fees and Arrangements	9
<i>Contact Tracing – Baseline Support Tiers</i>	9
<i>Optional Professional Services</i>	9
Change Control	10
Approvals	10

Executive Overview

About Healthcare IT Leaders



Healthcare and IT is our focus – all day, every day. Our mission is to improve patient / employee / student care through world-class consulting and workforce solutions. We are a KLAS-rated national provider of IT consulting and workforce solutions for health systems, corporations, universities and K-12. Experience, quality, and service are hallmarks of our brand, reflecting the values of a management team drawn from industry-leading companies that include Deloitte, Accenture, Randstad, Epic Systems Corporation, and Cerner Corporation.

We provide experienced technology talent and subject matter experts to meet the comprehensive enterprise IT needs of our clients. Areas of focus include COVID Advisory, Testing, Tracing, Vaccine Verification, EMR, ERP, RCM, CRM and PMO, and our primary services include:

- Implementation
- Advisory Services
- Project Management
- Go Live and Training
- Staff Augmentation
- Integration
- Analytics
- Optimization
- Interoperability
- Legacy Support



Representative customers include but are not limited to Unilever, Lonza, BD (Becton Dickinson), Northwestern University, Cleveland State University, Scripps College, Georgia State University, Modesto City Schools, Providence, Scripps Health, Cleveland Clinic, San Francisco Department of Public Health, Catholic Health Initiatives, Children's Hospital of Atlanta, and NYC Health + Hospitals, among others.

Our firm is based in Atlanta, GA with local offices and associates nationwide. We employ over 600 individuals, including over 500 clinical and IT consultants on current engagements. We are recognized as a high-growth employer that values strong customer and employee relationships.

Recent industry accolades for Healthcare IT Leaders include:

- KLAS-rated for HIT Implementation and Staffing Services, 2017, 2018, 2019, 2020 and Business Solutions 2018, 2019, 2020 (Category Leader)
- Ranked on the Healthcare Informatics 100, list of the largest health IT companies in the U.S., 2018
- Ranked on FORBES list of America's Best Professional Recruiting Firms, 2017, 2018

- Principal Bob Bailey named a top influencer on the Staffing 100 list compiled by Staffing Industry Analysts, 2017
- INC 5000 list of Fastest Growing Companies, 2015, 2016, 2017, 2018, 2019
- Fastest Growing U.S. Staffing Companies, Staffing Industry Analysts, 2016, 2017, 2018, 2019
- Named a Best Staffing Firm to Work For, Staffing Industry Analysts, 2013, 2017, 2018
- Best Places to Work in Atlanta, Atlanta Business Chronicle, 2013, 2014, 2018



General Description of Services

Healthcare IT Leaders will provide certified Contact Tracer staffing and a FERPA & HIPAA compliant Case Management / Contact Tracing platform to support MiraCosta College's Return to Campus strategy that includes the deployment of a Contact Tracing Support Center. Each Contact Tracer supplied by Healthcare IT Leaders will be trained and certified in Johns Hopkins Contact Tracing methodologies and will have experience with case management applications. Healthcare IT Leaders will follow a people, process, and technology approach to delivering services, that include:

People

- On-demand staffing as required by the contact tracing volumes
- Workforce Management dedicated remotely
- Organizational Design to ensure a seamless fit into MiraCosta College's culture.

Process

- Security and Privacy focused based on HIPAA and FERPA regulations
- Contact Tracing Workflow Automation
- Contact Tracing Process Design
- Contact Center governance and operations

Technology

- Call Center platform for out-bound and in-bound calling
- Secure e-mail messaging
- CRM and Case Management Portal for all contact tracing activities

Scope of Services

The solution delivered by Healthcare IT Leaders is detailed below. As new features are identified, they will be scoped, prioritized, and agreed upon between Healthcare IT Leaders and the Client through an additional statement of work.

Healthcare IT Leaders will implement a web-based technology solution on the Salesforce platform that includes the following baseline features. Healthcare IT Leaders will provide warranty support as well as a support and maintenance scope of services identified below.

Investigated Individuals	Description
PUI (Person Under Investigation)	An individual who is a lab-confirmed case of COVID-19.
Exposed Contact	Identified by a PUI as someone with whom they have come into direct contact while they were symptomatic.
Self-Registered Contacts	Individual who has self-registered for tracing through the public-facing symptom tracker web form.

Healthcare IT Leaders brings experience and domain knowledge expertise in COVID-19 contact tracing. The tables below illustrate the Contact Tracing and COVID-19 tracking services in scope for this Statement of Work.

Features	Description	Assumptions
Case Management	Manage interactions, touchpoints, and cases across all contact tracing related activities for PUIs and Exposed Contacts.	Configuration of standard Salesforce case management capabilities.
Omni-channel	<p>Manage different sources of inbound cases or inquiries to feed contact tracing representatives appropriate queue list of interactions or cases to prioritize and work.</p> <p>Omni-channel allows routing work from multiple sources including web forms, email, IVR optionally including NLP Processing, and SMS. These channels enable the ability to route and prioritize items by source, agent skill, priority,</p>	<p>Configuration of standard Salesforce case omni-channel capabilities. Flexibility in criteria for the number of skills or categories to prioritize omni-channel case distribution.</p> <p>Healthcare IT Leaders will provide voice and SMS/Texting to interact with the PUI and exposed contacts. Other options for communicate can be configured as need via the Twilio Flex platform.</p>

	demographic information, and types of interactions.	
Case Queue Management	Manage case worklist queue as they flow through the business processes that drives workflow activities and escalation processes.	Configuration of standard Salesforce case management capabilities. Flexibility in using a queue at a group or individual case assignment.
Contact Center with Telephony System	Enable a virtual contact tracing that provides flexible capability for MiraCosta College to manage a gradual ramp up of contact tracing representatives to conduct contact tracing and COVID-19 related inbound or out-reach activities.	Configuration of standard Salesforce Computer Telephony Integration (CTI) capabilities to configure and connect with Twilio telephony/IVR systems.
Contact Tracing Scripts	Manage and publish scripts in a simple manner that any contact tracing representatives can ramp up fast with minimal training to conduct contact tracing.	Flexibility for MiraCosta College in script definition, revision, and configuration as it learns and adjusts to the evolving contact tracing needs. We have scripts ready for production service and will review with MiraCosta College and adjust as required.
Web to Case	Enable MiraCosta College to contact or inquire via web form that generates cases and follow a defined set of workflow processes to meet business needs.	Configuration of standard Salesforce web to case feature. Flexibility in branding the web component to meet MiraCosta College design guidelines.
SMS to Case	Enable SMS to case for specific SMS messages that meet MiraCosta College's escalation criteria and require review and/or response by Contact Tracing Representative or other personas. SMS cases will be routed to a queue.	Configuration of standard Salesforce and SMS to case features.
Case Comments	Manage case comments for internal purpose to ensure notes are captured to drive transparency and accountability.	Configuration of standard Salesforce case comments.
Workflow and Notifications	Manage set of templates, workflow rules, and notification alerts to drive business processes. Ability to send automated or manual emails or alerts to parties involved within cases. Any emails generated	Configuration of standard Salesforce email templates, workflow rules, and alerts capabilities.

	<p>within cases to enable responses by contacts as part of case history</p> <p>Defining and designing workflows between system and staff operations roles between organizations.</p>	
User Experience	<p>Enable simple, clean, and persona-based User Experience (UX) across all facets of the contact tracing and contact tracing features. Any external facing branded portal will enable intuitive UX and interface.</p>	<p>Configuration of standard Salesforce Lightning Web Component (LWC) to enable simple User Experience for all students that access to public facing web portal.</p>
Operational Reports and Dashboard	<p>Manage day to day operational reports and dashboard that enables contact tracing representatives, supervisors, MiraCosta College end-user population, and MiraCosta College leadership for insights to make decisions and manage workflows.</p>	<p>Configuration of standard Salesforce reports and dashboard. Flexibility in the number of reports and dashboards needed for MiraCosta College</p>
Future Case Management Expansion	<p>Healthcare IT Leaders stands ready to work with MiraCosta College's IT staff to expand on the future case management platform requirements</p>	<p>We will work with MiraCosta College's IT team to discuss future expansion of the SF Case Management platform for additional integration. (If Necessary)</p>

Deliverables

Healthcare IT Leaders will provide its solution for contact tracing, which is the process of identification of persons who may have come into contact with an infected person ("contacts") and subsequent collection of further information about these contacts.

Contact Tracing
<p>Healthcare IT Leaders will intake any positive MiraCosta College student / staff into the Salesforce case management system, PUI records will be created in Salesforce for Contact Tracers to conduct outreach.</p>
<p>Allow Case Investigators to collect details about PUI self-monitoring ability and details about their Exposed Contacts as part of PUI clinical outreach.</p>
<p>Case Investigator can collect details about the PUI's relationship with the Exposed Contact:</p> <ol style="list-style-type: none"> 1. Staff 2. Other Students

When a PUI provides Exposed Contacts' information, flag the Exposed Contact.
Establish a relationship between PUI and Exposed Contact.
Request consent and notification preferences of Exposed Contact.
Show list of Exposed Contacts in the PUI's individual record.
Show PUI in the Exposed Contact's individual record.
An Exposed Contact can have more than one PUI associated to them and vice versa.
PUI cannot consent on behalf of an adult Exposed Contact unless they are their caretaker or guardian.
Case Investigator and Contact Tracing Representatives should have access to PUI and Exposed Contact data in order to conduct appropriate investigation, monitoring, and tracing.
If more details are required of Exposed Contact, call, or send SMS request for more information after consent is provided.
Administrators can pull: <ol style="list-style-type: none"> 1. A list of only Exposed Contacts 2. A list of Contacts at Risk 3. A list of a PUIs and their Exposed Contacts

Training and Enablement:

Baseline Feature	Description	Assumptions
Organization Readiness & Training Plan	Organization readiness assessment and detailed Training Plan including timeline, milestones, action items and responsibilities.	Healthcare IT Leaders will conduct an organization readiness assessment to determine readiness of stakeholders to successfully adopt, own, and sustain the upcoming implementation and build a Training Plan with the results.
Communication Strategy	Advise on internal and external communication templates to be used by MiraCosta College along with proper approval protocol	Partnership with MiraCosta College and their communication teams to define cadence in the approval Process.
Weekly Architecture Checkpoint	Flag a certain design approach for the weekly architecture checkpoint so that the architecture team are aware of	Ongoing technical exposure and knowledge transfer for MiraCosta College core technical staff within the project.

	requests and make informed decisions.	
--	---------------------------------------	--

Security and Permissions:

Features	Description	Assumptions
Salesforce Shield	Event monitoring, field audit trail and platform encryption.	Compliance with both PII and HIPAA rules for storing sensitive, confidential, or proprietary data. Healthcare IT Leaders to ensure the configuration for privacy and confidentiality of that data.
Security & Permissions	<p>Security plan to encompass Internal Users, External Users, and public data access.</p> <p>Internal Security users will be supported using Salesforce Profiles and Permission sets with Sharing rules to control record access.</p> <p>External data access will be provided through Salesforce lightning communities.</p>	<p>Configuration of standard Salesforce profiles and permission.</p> <p>Healthcare IT Leaders will build record level access per business requirements leveraging sharing rules, without apex sharing.</p> <p>Healthcare IT Leaders will provide 1 profile and sharing set per community to provide access to externally authenticated users.</p>
User Administration	Provision access to Salesforce environments for MiraCosta College Contact Tracers and clinical personas.	

Hours of Coverage:

- Monday – Friday: 8:00 AM – 8:00 PM PST
- Saturday – Sunday: 9:00 AM – 2:00 PM PST

Schedule of Services:

- Engagement Period – 2021-2022 School Year
- Population – On-Campus Students & Faculty

Professional Fees and Arrangements

MiraCosta College agrees that the below totals represent Healthcare IT Leaders' commercially reasonable efforts to accurately determine the labor and expenses required to perform the defined project based on currently available information and are subject to change unless noted otherwise.

Contact Tracing – Baseline Support Tiers

Service Type	Baseline (Individuals / Month)	Engagement Period (Months)	Service Price / Month	Estimated Service Price
One Time Implementation Fee				\$ 5,000
Contact Tracing Managed Services*	100	8	\$ 7,000	\$ 56,000
Contact Tracing Managed Services*	320	8	\$ 15,500	\$ 124,000

*In the event MiraCosta College goes over the contact baseline, they will be charged an overage rate per investigated individual price based upon the associated baseline tier:

- 100 Individual / Month – \$ 40 / Individual
- 320 Individuals / Month – \$ 38 / Individual

Healthcare IT Leaders will waive the One Time Implementation Fee if MiraCosta College commits to an engagement term greater than six (6) months or engages Healthcare IT Leaders for an at least six (6) months .testing engagement.

These Rates are Inclusive of:

- Delivery Management (Remote)
- Johns Hopkins Certified Contact Tracers
- Twilio Omni-Channel Communication
- Standalone Contact Tracing & Case Management Platform
- Reporting Build
- Initial Training & Ongoing Quality Assurance

Optional Professional Services

Service	Price
Voyce Translation Services	\$ 1.50 / Minute
Nurse Triage Line (Minimum 3-Hours Per Shift)	\$ 85 / Hour

*All Optional Services and Product Rates will only be activated via Change Order if MiraCosta College indicates to Healthcare IT Leaders that there is a need for additional services or product. The rates are based on projected needs that have been discussed in meetings with MiraCosta College.

Should Healthcare IT Leaders secure a state level or group purchase contract, then Healthcare IT Leaders will retroactively adjust and apply the discounted service prices noted above to MiraCosta College.

Change Control

Should project objectives or requirements exceed the defined deliverables identified in this Statement of Work, all parties will utilize the Change Control process to refine additional time, cost, and schedule impact to meet proposed workloads/deliverables and time frames. As such situations occur, each change will be documented, and if such change is deemed to alter the time required to complete the project or its cost, the change will be acknowledged by both parties, and the cost and or time estimates updated accordingly by both parties' acceptance. All noted changes must be formally accepted prior to executing the change.

Approvals

This Statement of Work is subject to the terms and conditions of the Healthcare IT Leaders, LLC Master Services Agreement, which is hereby ratified and confirmed by the parties. In the event of a conflict, provisions of this Statement of Work will take precedence. Both parties warrant and represent that they have authority to execute this Statement of Work on behalf of their company and bind them to the obligations.

MiraCosta College

BY: ZZ
(AUTHORIZED SIGNATURE)
TITLE: Vice President Admin. Services
DATE: Dec 6, 2021

Healthcare IT Leaders, LLC

BY: Bob Bailey
Bob Bailey (Dec 7, 2021 16:36 EST)
(AUTHORIZED SIGNATURE)
TITLE: CEO
DATE: 12/07/2021