



Cerner System Schedule No. 100 - CONSOLIDATED FTF EXTENSION

This **Cerner System Schedule 100** (“**CSS 100**”) is made on **May 31, 2024** (“**Effective Date**”)

between Cerner Corporation (“**Cerner**”), a Delaware corporation with its principal place of business at 8779 Hillcrest Road, Kansas City, MO 64138, and County of Ventura (“**Client**”), a California government agency with its principal place of business at 800 S Victoria Ave, Ventura, CA 93009-0001.

Oracle America, Inc. is acting as ordering and invoicing agent for Cerner. This CSS 100 remains between Client and Cerner.

WITNESSETH:

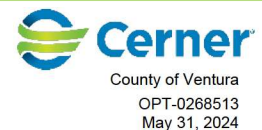
WHEREAS, the parties hereto wish to consolidate and amend certain Ordering Documents executed pursuant to Cerner Business Agreement, dated July 1, 2016, between Client and Cerner (the “**Agreement**”) under this CSS 100, specifically the documents detailed in the table below, collectively referred to as the (“**Ordering Documents**”),

Ordering Documents	Description	Sign Date
1-6OCUX9B	Amendment 4	06/29/19
1-6OMVHPL	Sales Order 1-6OMVHPL	12/20/19
OPT-0243884	Sales Order OPT-0243884	06/28/21
OPT-0246791	Sales Order OPT-0246791	06/30/21
OPT-0268516	Sales Order OPT-0268516	12/31/21
OPT-0291549	Sales Order OPT-0291549	02/15/22
OPT-0285700	Sales Order OPT-0285700	09/30/21
OPT-0292804	Sales Order OPT-0292804	12/31/21
OPT-0295036	Sales Order OPT-0295036	12/31/21
OPT-0300459	Sales Order OPT-0300459	12/31/21
OPT-0300461	Sales Order OPT-0300461	12/31/21
OPT-0302076	Sales Order OPT-0302076	07/01/22
OPT-0302375	Sales Order OPT-0302375	06/01/22
OPT-0344333	Sales Order OPT-0344333	09/15/22
OPT-0450193	SOU Expansion OPT-0450193	09/08/22
OPT-0457596	Sales Order OPT-0457596	01/01/23
OPT-0460071	Amendment 13	07/01/23

This CSS 100 shall be governed by the terms and conditions of the Restated Cerner Business Agreement entered in to by the parties with an Effective Date of May 31, 2024.

NOW, THEREFORE, in consideration of the premises and mutual covenants herein, the parties hereto do hereby covenant and agree as follows:

1. **Fixed Technology Fee.** Client will pay Cerner a “Fixed Technology Fee” or “FTF” as provided below.



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Fixed Technology Fee. The Fixed Technology Fee will replace and restate the term and payment terms for the recurring Licensed Software Support, Managed Services, Upgrade Center Managed Services, Subscription Services, Application Services, and Shared Computing Services from the Ordering Documents as listed above, and the sublicensed software support included in the FTF from Amendment 4. For clarification purposes, implementation services previously contracted, including professional services contracted in the Ordering Documents being amended, Transaction Services, Equipment Maintenance, and the solutions listed in Sections 8, 11 and 12 below are not included in this FTF and will continue to be invoiced and paid per the terms of the original contract.

Term. The Fixed Technology Fee covers the period beginning on July 1, 2024 and shall continue thereafter in full force and effect through June 30, 2029 ("Extension Term"). At the end of the Extension Term, each recurring service will be automatically renewed for additional 12-month periods (each an "Additional Term" and together with the Extended Term, referred to as the "Term") at the rate charged in the final period of the then-current term subject to receipt of all necessary budgetary approvals by Ventura County Board of Supervisors and subject to any relevant price increases, including Scope of Use expansion or CPI increase. If Client's budgetary approval by the Ventura County Board of Supervisors is not provided no less than sixty (60) days prior to the expiration of the then-current Term, then Client understands that Cerner will discontinue all services immediately following the end of the current term. Upon termination or expiration of either (i) the CSS 100, (ii) the Agreement, or (iii) the software support services being provided by Cerner, Cerner shall immediately terminate all services. Upon termination, Client shall pay any outstanding balance owed to Cerner.

2. **Payment Schedule (FTF).** The FTF payment schedule established in Amendment No. 4 (1-6OCUX9B), as amended with Amendment 13, is extended through June 30, 2029 and shall be payable as set forth in the restated table below beginning on July 1, 2024. Cerner will invoice Client for such fees on a quarterly basis on the first day of each quarter, and payment for invoices shall be made within thirty (30) days following Client's receipt of invoice. For clarification, the FTF payment table set forth in Amendment 13 remains in effect through June 30, 2024.

Invoice Date	Payment Amount
7/1/2024	2,427,962.26
10/1/2024	1,652,124.26
1/1/2025	1,652,124.26
4/1/2025	1,652,124.26
7/1/2025	1,718,209.23
10/1/2025	1,718,209.23
1/1/2026	1,718,209.23
4/1/2026	1,718,209.23
7/1/2026	1,786,937.60
10/1/2026	1,786,937.60
1/1/2027	1,786,937.60
4/1/2027	1,786,937.60
7/1/2027	1,858,415.10
10/1/2027	1,858,415.10
1/1/2028	1,858,415.10
4/1/2028	1,858,415.10

7/1/2028	1,932,751.71
10/1/2028	1,932,751.71
1/1/2029	1,932,751.71
4/1/2029	1,932,751.71
Total	36,569,590

3. **Renewal (FTF).** If the application services provider, shared computing services, managed services, subscription services, licensed software support, and sublicensed software maintenance set forth in the CSS 100 FTF are renewed on July 1, 2029, Client shall pay the amounts listed in the table below or as adjusted on an annual basis as detailed in the Annual Increases Section below. Cerner will invoice Client for fees on a quarterly basis on the first day of each month, and payment for such fees shall be due upon receipt of an invoice.

Renewal Table	
Contract Element	Quarterly Amount
Application Services Provider/Shared Computing Services	686,278.61
Subscription Services	284,005.43
Managed Services	634,628.22
Support	200,286.68
Upgrade Center Managed Services (UCMS)	101,075.78
Sublicensed Software Support	56,476.93
Total	1,962,751.66

4. **Annual Increases.** Cerner has included a 4% annual increase in the FTF Payment Table above beginning July 1, 2025.
5. **Solution Replacement.** As of July 1, 2024, Cerner and Client hereby agree to replace the solutions noted as "Existing Solution Code" with the solutions notated as "New Solution Code" in the table below.

Ordering Documents	Existing Business Model	Existing Solution Code	Existing Solution Description	New Business Model	New Solution Code	New Solution Description
1-6OCUX9B	ASP/SCS	PY-27630-PKG	Cerner Hub - Physician Orders	ASP/SCS	PY-27900C	Orders and Results
1-6OCUX9B	ASP/SCS	PY-27620-PKG	Cerner Hub - Physician Platform	ASP/SCS		
1-6OCUX9B	ASP/SCS	PY-27625-PKG	Cerner Hub - Physician Results	ASP/SCS		
1-6OCUX9B	ASP/SCS	PY-27613-PKG	Cerner Hub Orders	ASP/SCS	PY-27901C	Orders and Results Platform
1-6OCUX9B	ASP/SCS	PY-27606-PKG	Cerner Hub Results	ASP/SCS		
1-6OCUX9B	ASP/SCS	PY-27601-PKG	Cerner Hub Platform	ASP/SCS		
1-6OCUX9B	ASP/SCS	PY-27580-PKG	Cerner Patient Portal	ASP/SCS	PY-27800C	HealtheLife
1-6OCUX9B	ASP/SCS	PS-20080-ASP	Cerner ePrescribe	ASP/SCS	PS-20080C-I	Cerner ePrescribe Package
1-6OCUX9B	ASP/SCS	PS-20080-PKG	Cerner ePrescribe Package			
1-6OCUX9B	ASP/SCS	PS-22785	Mobility Extension for Physician (client hosted)	ASP/SCS	PS-22785C-I	Mobility Extension for Physician (client hosted)
1-6OCUX9B	Subscription	KS-26748	HealthSentry Data Services	ASP/SCS	KS-27200C	Syndromic Surveillance and Electronic Lab Results
1-6OCUX9B	Term License and Support	PV-22110L	Chronic Condition Management (License)	ASP/SCS	HP-10115C	HealtheRegistries



1-60CUX9B	Term License and Support	CP-20805L	Enhanced Med Nec Content for Ambulatory Care (License)	ASP/SCS	CP-20805	Enhanced Medical Necessity Content for Ambulatory Care
1-60CUX9B	Subscription	CTP-CERN-WORKFLOWCTL	Cerner Workflow Authentication	ASP/SCS	CTP-CERN-WORKAUTHC	Cerner Workflow Authentication
1-60CUX9B	Sublicensed Software and Support	00119835-MNT	MNT: Patient eSignature Station License Patient Access	ASP/SCS	CT-ESIG	Patient eSignature
1-60CUX9B	Sublicensed Software and Support	00117345-MNT	MNT: APPLICATIONXTENDER SERVER - 1 CC USER	ASP/SCS	FDM-10000	Document Management
		00117348-MNT	MNT: APPLICATIONXTENDER SERVER - 10 CC USER			
		00111631-MNT	MNT: APPLICATIONXTENDER WEB SERVICES			
		00111631-MNT	MNT: APPLICATIONXTENDER WEB SERVICES			
		00117348-MNT	MNT: APPLICATIONXTENDER SERVER - 10 CC USER			
		00117328-MNT	MNT: APPLICATIONXTENDER REPORTS MANAGEMENT SERVER			
		00117302-MNT	MNT: APPLICATIONXTENDER REPORTS MGMT PDF			
		00123178-MNT	MNT: AX to CAMM 1-25			
		00117350-MNT	MNT: APPLICATIONXTENDER SERVER - 50 CC USER			
		00117352-MNT	MNT: APPLICATIONXTENDER SERVER - 100 CC USER			
		00123177-MNT	MNT: AX to CAMM 101-200			
		00117328-MNT	MNT: APPLICATIONXTENDER REPORTS MANAGEMENT SERVER			
		00117302-MNT	MNT: APPLICATIONXTENDER REPORTS MGMT PDF			
1-60CUX9B	Licensed Software Support	IF-29010S_AMT	AMT_SUPT: ADTs/Demographics Incoming	ASP/SCS	IF-40200	Cerner Interface Connection
		IF-29020S_AMT	AMT_SUPT: Orders Incoming (with statuses)			
		IF-29050S_AMT	AMT_SUPT: Results Incoming (Discrete Data Elements)			
		IF-29055S_AMT	AMT_SUPT: Results Incoming (Displayable Text)			
		IF-29070S_AMT	AMT_SUPT: Charges Incoming			
		IF-29083S_AMT	AMT_SUPT: Clinical Documents Medical Document Management			
		IF-29087S_AMT	AMT_SUPT: External Claim Editor Status Incoming			
		IF-29095S_AMT	AMT_SUPT: Item Master Synchronization Incoming			
		IF-29200S_AMT	AMT_SUPT: Remittance Incoming			
		IF-29207S_AMT	AMT_SUPT: Lock Box Incoming			
		IF-29220S_AMT	AMT_SUPT: ADTs Demographics Outgoing			
		IF-29225S_AMT	AMT_SUPT: Supply Usage Update Outgoing			
		IF-29230S_AMT	AMT_SUPT: Orders Outgoing (with statuses)			
		IF-29245S_AMT	AMT_SUPT: Appointment Notifications Outgoing			
		IF-29260S_AMT	AMT_SUPT: Results Outgoing (Discrete Data Elements)			
		IF-29265S_AMT	AMT_SUPT: Results Outgoing (Displayable Text)			
		IF-29297S_AMT	AMT_SUPT: Statements Outgoing			
		IF-29306S_AMT	AMT_SUPT: Accounts Receivable to General Ledger Data O			
		IF-29325S_AMT	AMT_SUPT: Abstracted/Coded Data Outgoing			
		IF-29330S_AMT	AMT_SUPT: Clinical Documents Outgoing (Discrete Data E			
		IF-29342S_AMT	AMT_SUPT: Electronic Healthcare Claims Out Institution			
		IF-29343S_AMT	AMT_SUPT: Electronic Healthcare Claims Out Professiona			
		IF-29345S_AMT	AMT_SUPT: State Reporting Outgoing			
		IF-29440S_AMT	AMT_SUPT: Accounts Receivable Refunds Bidirectional			

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		IF-29522S_AMT	AMT_SUPT: Purchase Order Acknowledgment Inbound (855)			
		IF-29540S_AMT	AMT_SUPT: Accounts Payable Voucher Outgoing			
		IF-29545S_AMT	AMT_SUPT: Contract Management Incoming and Outgoing			
		IF-29551S_AMT	AMT_SUPT: Collections Incoming and Outgoing (HL7)			
		IF-29554S_AMT	AMT_SUPT: 3M Core Grouper			
		IF-29557S_AMT	AMT_SUPT: Vaccinations Outgoing			
		IF-29562S_AMT	AMT_SUPT: Purchase Order Outbound (850)			
		IF-29625S_AMT	AMT_SUPT: Disk File			
		IF-29970S_AMT	AMT_SUPT: Pyxis MEDSTATION Interface			
1-6OCUX9B	Term License and Support	KS-26980L	Acute Care Content License Package	Subscription	KS-26950	Executable Knowledge Foundation
				Subscription	KS-22001	MediSource Patient Specific (inclusive of MediSource Foundations)
				Subscription	KS-26825	PowerNote Acute Care
				Subscription	KS-22091	CMT Enterprise-Wide
1-6OCUX9B	Term License and Support	KS-26982L	Ambulatory Content License Package	Subscription	KS-26953	Executable Knowledge Foundation Ambulatory
				Subscription	KS-26966	Multum Patient Specific for Ambulatory
				Subscription	KS-26960	Amb Content for PowerNote
				Subscription	KS-26970	CMT Ambulatory
1-6OCUX9B	Term License and Support	PA-22214L	CAP SNOMED International for Pathology License	Subscription	PA-22214	CAP SNOMED International (III) for Pathology
1-6OCUX9B	Term License and Support	LH-20142L	Lighthouse: Sepsis (License)	Subscription	LH-20145	Sepsis Management
1-6OCUX9B	Term License and Support	MR-22150L	Cerner Encoder/Grouper (License)	Subscription	MR-22150	Cerner Encoder/Grouper
1-6OCUX9B	Term License and Support	MR-22154L	Cerner Local Coverage Determination (Term)	Subscription	MR-22154	Cerner Local Coverage Determination
1-6OCUX9B	Term License and Support	ER-22436L	ED Coding Subscription (License)	Subscription	ER-22436	ED Coding Subscription
1-6OCUX9B	Term License and Support	ER-22435L	ED Physician Documentation Content License	Subscription	ER-22435	ED Physician Documentation Content Subscription
1-6OCUX9B	Term License and Support	KS-26901L	EK for Rehabilitation (Acute Care Facility) - Inpatient	Subscription	KS-26904	Acute Rehabilitation
1-6OCUX9B	Term License and Support	KS-26902L	EK for Rehabilitation (Acute Care Facility) - Outpatient	Subscription	KS-26903	Outpatient Rehabilitation
1-6OCUX9B	Term License and Support	CP-20800L	Enhanced Medical Necessity for Acute Care License	ASP/SCS	CP-20810	Enhanced Medical Necessity Content for Acute Care
1-6OCUX9B	Term License and Support	WH-12101L	ExitCare - Womens Health (License)	Subscription	WH-12101	ExitCare - Womens Health
1-6OCUX9B	Term License and Support	LH-22600L	Hospital Quality Reporting	Subscription	LH-22600	Hospital Quality Reporting
1-6OCUX9B	Term License and Support	LH-20110L	Infection Control Regulatory Reporting Content License	Subscription	LH-20110	Infection Control Regulatory Reporting Content
1-6OCUX9B	Term License and Support	KS-26925L	Intelligent Medical Objects (IMO) - Acute Care	Subscription	KS-26925_US	Intelligent Medical Objects (IMO) - Acute Care
1-6OCUX9B	Term License and Support	KS-26930L	Intelligent Medical Objects (IMO) - Ambulatory	Subscription	KS-26930_US	Intelligent Medical Objects (IMO) - Ambulatory
1-6OCUX9B	Term License and Support	KS-22201L	Krames - HealthSheets - Inpatient - License	Subscription	KS-22201	Krames - HealthSheets - Inpatient
1-6OCUX9B	Term License and Support	KS-22202L	Krames - HealthSheets - Physician Office (License)	Subscription	KS-22202	Krames - HealthSheets - Physician Office
1-6OCUX9B	Term License and Support	ER-22190L	Krames ExitWriter ED	Subscription	ER-22190	Krames Exit-Writer ED
1-6OCUX9B	Term License and Support	LH-22201L	Lighthouse: Stage 1: Hosp MU Clinical w/eQualityCheck	Subscription	LH-22600	Hospital Quality Reporting
1-6OCUX9B	Licensed Software Support	IF-29405S_AMT	AMT_SUPT: Healthcare Eligibility Inquiry (EEM 270/271)	Transaction Services	TSEDI-278N-MIN	278N Notification and Acknowledgement - Min Charge

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1-6OCUX9B	Licensed Software Support	IF-29409S_AMT	AMT_SUPT: Notification and Acknowledgement (278N) Inte	Transaction Services		
1-6OCUX9B	Licensed Software Support	CP-20752S_AMT	AMT_SUPT: Benefits Management	Licensed Software Support	CP-20755	SUPT:Discharge/Transfer Management
1-6OCUX9B	Licensed Software Support	PA-22220S_AMT	AMT_SUPT: Handheld Specimen Collections	Licensed Software Support	PH-22790	SUPT:Point of Care Specimen Collections
1-6OCUX9B	Licensed Software Support	PH-25201S_AMT	AMT_SUPT: Departmental Clinical Supply Chain for Pharm	Licensed Software Support	PH-25202	SUPT:Departmental Clinical Inventory MGMT for Pharmacy
1-6OCUX9B	Licensed Software Support	PS-22480S_AMT	AMT_SUPT: PowerNote	Licensed Software Support	PS-22481	SUPT: Physician Documentation
1-6OCUX9B	Licensed Software Support	IW-20200_AMT	AMT_SUPT: CareAware iAware Platform	Licensed Software Support	Included in IW-20100A-S2	Included in IW-20100A-S2
1-6OCUX9B	Licensed Software Support	SU-25201S_AMT	AMT_SUPT: Departmental Clinical Supply Chain	Licensed Software Support	SU-25202-S2	Departmental Clinical Inventory Management
1-6OCUX9B	Licensed Software Support	SU-22440S_AMT	AMT_SUPT: Surgery Case Tracking	Licensed Software Support	SU-22441-S2	Perioperative Tracking
1-6OCUX9B	IP Support	CTM-IATK-SMALL	Monthly Support for Instant Access Toolkit	IP Support	CTP-IATK-SMALL	SUPT: Cerner Instant Access Toolkit (1-249 beds)
1-6OCUX9B	IP Support	CTM-OLY-ALERT-LIC2	Monthly Support for Olympus Enterprise License	IP Support	CTP-OLY-ENT-LIC2	SUP:Olympus Enterprise License for Level 2 clients
1-6OCUX9B	IP Support	CTM-T1-724-DTV	SUPT: Mthly Supt for T1 724Access - Lic DTViewer O	IP Support	CTP-T1-724-DTV	SUPT: T1 724Access - License DTViewer Only
1-6IGZS0C	Subscriptions	DNU-CARESELECT	CARESELECT Content	ASP/SCS	CARESELECT	CARESELECT Content
1-6IGZS0C	Subscriptions	DNU-REP	Reporting & Analytics Package	ASP/SCS	REP	Reporting & Analytics Package
OPT-0450193	Term License and Support	ER-22436L	ED Coding Subscription (License)	Subscription	ER-22436	ED Coding Subscription
OPT-0450193	Term License and Support	ER-22435L	ED Physician Documentation Content License	Subscription	ER-22435	ED Physician Documentation Content Subscription
OPT-0450193	Term License and Support	KS-22202L	Krames - HealthSheets - Physician Office (License)	Subscription	KS-22202	Krames - HealthSheets - Physician Office
OPT-0450193	Term License and Support	ER-22190L	Krames ExitWriter ED	Subscription	ER-22190	Krames Exit-Writer ED
OPT-0450193	Term License and Support	CP-20805L	Enhanced Med Nec Content for Ambulatory Care (License)	ASP/SCS	CP-20805	Enhanced Medical Necessity Content for Ambulatory Care

6. **CAMM Solutions.** As of July 1, 2024, Cerner and Client hereby agree to terminate and replace the existing solutions listed in the table set forth below with the new solution code listed within the table below. The scope of work for the new solution is attached in Exhibit A. For clarification, the new shared computing services recurring fees are included in the FTF Payment Schedule outlined in section 2 above. The managed services fee has been reduced by \$1,159 per month from the FTF set forth in Amendment No. 4 (1-6OCUX9B). All corresponding Managed Services scopes of work regarding CAMM products are hereby deleted from their respective ordering documents, effective July 1, 2024.

Contract	Business Model	Solution Code	Solution Description	Monthly Amount	New Business Model	New Solution Code	New Solution Description	SOU Metric	SOU Limit
1-6OCUX9B	Support	MM-2280S_AMT	AMT_SUPT: Enterprise CareAware MultiMedia – Digital Objects	Included FTF	ASP/SCS	MM-40100	Multimedia Management and Archival	GB per year	600
1-6OCUX9B	Support	MM-2270S_AMT	AMT_SUPT: CareAware MultiMedia – DICOM	Included FTF					
OPT-0450193	Support	MM-2270S_AMT	AMT_SUPT: CareAware MultiMedia – DICOM	168.00					



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7. **Solution Termination.** As of July 1, 2024, Cerner and Client hereby agree to terminate the solutions in the table below. For clarity purposes, these terminations only apply to the solutions outlined below and the remaining solutions included in the associated Ordering Documents remain unchanged.

Ordering Documents	Business Model	Solution Code	Solution Description	Monthly Amount
1-6OCUX9B (Amendment 4)	ASP/SCS	PY-27635-PKG	Cerner Hub - Physician CCD	Included FTF
	ASP/SCS	PY-27616-PKG	Cerner Hub CCD	Included FTF
	Licensed Software Support	PI-20701S_AMT	AMT_SUPT: SAP Business Objects Runtime License for Pow	Included FTF
	Licensed Software Support	IF-29650S_AMT	AMT_SUPT: Unidirectional Device Interface	Included FTF
	Licensed Software Support	IF-29655S_AMT	AMT_SUPT: Bidirectional Device Interface	Included FTF
	Licensed Software Support	IF-29660S_AMT	AMT_SUPT: Multiplexor Interface	Included FTF
	Licensed Software Support	ER-22430S_AMT	AMT_SUPT: ED Coding License	Included FTF
	Licensed Software Support	PS-22900S_AMT	AMT_SUPT: LearningLIVE	Included FTF
	Licensed Software Support	IF-29640S_AMT	AMT_SUPT: PACS Broker Unidirectional Interface	Included FTF
	Licensed Software Support	IF-29687S_AMT	AMT_SUPT: Temporary Bedside Device Data Storage	Included FTF
	Licensed Software Support	CTM-HAHPUXPERS_AMT	AMT_SUPT: HA Scripts for HP UX (per CPU)	Included FTF
	Licensed Software Support	CTM-RMANSUP_AMT	AMT_SUPT: Mthly Supt for RMAN Scripts	Included FTF
	Licensed Software Support	CTM-MMP_AMT	AMT_SUPT: Monthly Support for MillenniumMobile Framework	Included FTF
	Licensed Software Support	IF-29390S_AMT	AMT_SUPT: WorkForce Management Bidirectional	Included FTF
	Licensed Software Support	CTM-DBTKITSUP-PER_AMT	AMT_SUPT: Mthly Supt for DBA Toolkit	Included FTF

8. **Solutions Excluded from Extension.** The solutions and services below are excluded from the extension and FTF Payment Schedule, and continue to bill and renew per terms of their original ordering document:

Contract	Business Model	Solution Code	Solution Description
1-6LI5V55	ASP/SCS	DMONE-UPG-TERM	DM One, Term, User License, Upgrade from DMNE
1-6LI5V55	ASP/SCS	PMOBILE-TERM	PowerMic Mobile User License
1-6LI5V55	Managed Services	CTS-RHORECUR	Remote Hosting (Recurring Fees)
OPT-0233410	ASP/SCS	HIQSA2020v1	Hospital IQ Surgeon Access
OPT-0233410	ASP/SCS	HIQPPM2020v1	Hospital IQ Periop Performance Measurement
OPT-0251884	ASP/SCS	AW-ST-PRO1- OP	Pro Base Operating Fee (Standard)
OPT-0251884	ASP/SCS	AW-SCHEDC-MOD2	Scheduled Visits Module -- Entry Pro
OPT-0251884	ASP/SCS	AW-UCWL-MOD	Urgent Care Module for White Label
1-6IGZS0C	ASP/SCS	CARESELECT	CARESELECT Content
1-6IGZS0C	ASP/SCS	REP	Reporting & Analytics Package
OPT-0246791	ASP/SCS	ANESTHESIAVALET	AnesthesiaValeT Solution as a Service - Per Provider
OPT-0285763	ASP/SCS	PY-21000	Cerner PDMP Support
OPT-0282566	Sublicensed Software Support	00152886-MNT	MNT: HemaTrax LPS ISBT-128 TCP/IP Print Server First Licens
OPT-0302375	Subscriptions	7642551	eCareNEXT- Cerner Integration
OPT-0302375	Subscriptions	7642577	Passport eCare NEXT - Document Imaging Interface
OPT-0302375	Subscriptions	7642593	Registration QA - With Passport eCare NEXT
OPT-0302375	Subscriptions	7642148	Patient Estimates
OPT-0302375	Subscriptions	7642684	Patient Estimates - Document Imaging Interface
OPT-0302375	Subscriptions	7642155	Self-Service Patient Estimates
OPT-0302375	Transaction Services	07642080-MIN	Premium Eligibility Verification Service

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9. **Scope of Use Limits.** In consideration of Section 5, the below replacement solutions are subject to the Scope of Use Limits as follows.

Contract	Business Model	Solution Code	Solution Description	Scope of Use Metric	Scope of Use Limit	Scope of Use Metric Definition
1-60CUX9B	ASP/SCS	PY-27900C	Orders and Results	Providers	40	The total number of health professionals legally allowed to write prescriptions - physicians (M.D., D.O.), physicians' assistants, or other advanced practitioners.
1-60CUX9B	ASP/SCS	PY-27901C	Orders and Results Platform	Domain	1	A single enterprise environment where software is loaded.
1-60CUX9B	ASP/SCS	PY-27800C	HealtheLife	Admissions + Outpatient Visits	203,306	The sum of annual admissions plus annual outpatient visits, where an outpatient visit is defined as a visit by a patient who either receives ambulatory services or is lodged in the hospital less than 24 hours while receiving medical, dental, or other services.
1-60CUX9B	ASP/SCS	KS-27200C	Syndromic Surveillance and Electronic Lab Results	Client	1	A single contractually designated organization.
1-60CUX9B	ASP/SCS	EDM-10000	Document Management	Concurrent Users	182	Total number of concurrent users who have a right to access the software application.
1-60CUX9B	ASP/SCS	CT-ESIG	Patient eSignature	Forms	626,000	Total number of forms received and processed per annum, where a form is a document or document image used to collect and record information.
1-60CUX9B	ASP/SCS	IF-40200	Cerner Interface Connection	Each	33	Every one considered separately.

10. **Scope of Use Expansion (Solutions included in FTF).** Effective July 1, 2024 Cerner and Client agree to expand the Scope of Use for the solutions set forth below.

The Expansion Fees associated with expanded scope for the solutions below are included in the FTF Payment table set forth in Section 2 and accounted for in the Renewal Table in Section 3.

BUSINESS MODEL	SOLUTION DESCRIPTION	SOLUTION CODE	SCOPE OF USE METRIC	PREVIOUS SCOPE OF USE LIMIT	NEW SCOPE OF USE LIMIT	EXPANSION ONE TIME FEES	EXPANSION MONTHLY FEES
Licensed Software and Support	CareAware iAware for Critical Care	IT-20100A	ICU Beds	24	60	\$8,388	\$108
Licensed Software and Support	iNET Critical Care	IC-20380	ICU Beds	24	60	\$89,892	\$1,224
Licensed Software and Support	Clinical Office With PowerNote	PV-20230	Providers	310	320	\$9,818	\$133
Licensed Software and Support	Cerner Revenue Cycle Ambulatory	PV-20245	Providers	310	320	\$5,525	\$75
Licensed Software and Support	PC Maternity- Ambulatory	WH-10220A	Providers	250	320	\$62,216	\$777
ASP/SCS	Chronic Condition Management Total	PV-22110	Providers	250	320	\$0	\$1,484
Subscription	Krames- HealthSheets- Physician Office	KS-22202	Providers	310	320	\$0	\$125
Subscription	Ambulatory Content Package	KS-26982	Providers	310	320	\$0	\$86
ASP/SCS	Connect to CommonWell - Ambulatory	PY-01021C	Providers	250	318	\$0	\$331
ASP/SCS	HealtheRegistries	HP-10115C	Contracted Member	10,000	125,000	-	\$599,999* due 7/1/2024 (included in FTF) \$20,091/mo* begins 7/1/2024 (included in FTF)
ASP/SCS	HealtheAnalytics: Cost and Utilization	HP-10181C	Contracted Member	10,000	125,000	-	Included above
ASP/SCS	Cerner HealtheCare	HP-10141C	Contracted Member	2,000	125,000	-	Included above

ASP/SCS	HealtheEDW	HP-10148C	Net Patient Revenue (\$M)	497	525	-	Included above
ASP/SCS	HealtheEDW Advanced	HP-10158C	Net Patient Revenue (\$M)	497	525	-	Included above
ASP/SCS	Data Acquisition - Claims	HP-10200C	Connection	2	2	-	Included above
ASP/SCS	Data Acquisition - All Other Data Sources	HP-10214C	Connection	2	2	-	Included above
ASP/SCS	Data Acquisition - EMR (Amb/Acute)	20018691	Connection	1	1	-	Included above
ASP/SCS	CPT Codes for HealtheIntent	20026531	Each	50	100	-	Included above
ASP/SCS	Consumer Notifications	PY-10321C	Admissions + Outpatient Visits	184,825	499,999	\$0	\$803.25
ASP/SCS	Unified Consumer Communications	PY-10322C	Admissions + Outpatient Visits	184,825	499,999	\$0	\$4,726
ASP/SCS	Appointment Reminders	PY-122821	Admissions + Outpatient Visits	184,825	499,999	\$0	\$1,411
ASP/SCS	Multimedia Management and Archival	MM-40100	Annual GB	600GB per Year	1,500GB per Year	\$0	\$1,188

**Please see scope in Exhibit A for storage scope metrics

11. **Scope of Use Expansion (Solutions excluded from FTF).** Beginning July 1, 2024, Cerner and Client agree to expand the Scope of Use Limit for the solutions set forth below. The monthly Expansion Fees associated with the expanded scope for the solutions below will be invoiced on a quarterly basis through the 3rd Party Extension term (set forth in section 12) as identified below.

BUSINESS MODEL	SOLUTION DESCRIPTION	SOLUTION CODE	SCOPE OF USE METRIC	PREVIOUS SCOPE OF USE LIMIT	NEW SCOPE OF USE LIMIT	EXPANSION ONE TIME FEES	EXPANSION MONTHLY FEES
ASP/SCS	Enhanced Medical Necessity Content for Ambulatory	CP-20805	Providers	310	320	\$0	\$88

12. **Solutions Removed from FTF Billing.** Beginning July 1, 2024 the following solutions and services will be removed from the CSS 100 Fixed Technology Fee and will be invoiced separately on a quarterly basis through the Term End Date listed below. The term will autorenew in accordance with paragraph 2 ("Term") of Section 1 above. For clarification, the existing AMS and Millennium Service Desk scopes are replaced with the scopes in Exhibit B.

Contract	Business Model	Solution Code	Solution Description	Monthly Amount	Term End Date
1-60CUX9B (Amendment 4)	Transaction Services	RC-20325-MIN	Cerner Eligibility and Benefits Verification	10,768.37	6/30/29
	Transaction Services	TSEDI-278N-MIN	278N Notification and Acknowledgement - Min	29.31	6/30/29
	Transaction Services	TSEDI-STMT-MIN	Patient Statements - Min Chg	36,982.33	6/30/29
	Transaction Services	RC-20300-MIN	Cerner Identity Verification	1,950.00	6/30/29
	Transaction Services	TSEDI-CALL-MIN	Automated Messaging - Min Chg	2,229.16	6/30/29
	Equipment Maintenance	1060466	Care Kit, 9125 1st Year (5x9x4)	2,802.87	6/30/25
	Equipment Maintenance	8788457-VCK	3 Yr On-Site for i1400 Series	1,401.49	6/30/25
	ASP/SCS	CP-20805	Enhanced Medical Necessity Content for Ambulatory Care	2,356.11	6/30/29
	ASP/SCS	CP-20810	Enhanced Medical Necessity for Acute Care	1,794.09	6/30/29
	ASP/SCS	KS-26925_US	Intelligent Medical Objects (IMO) - Acute Care	2,356.11	6/30/29
	ASP/SCS	KS-26930_US	Intelligent Medical Objects (IMO) - Ambulatory	1,409.13	6/30/29
	AMS	SA-201000-AMS	Oracle Health Application Management Services	69,971.00	6/30/25
	AMS	SVC-HLPDSK-AMS	Millennium Service Desk	6,000.00	6/30/25

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13. **Third Party Extensions.** Third party products not eligible for the Extension Term are identified below and renewed accordingly. Client and Cerner agree to extend the line items set forth in the tables below until the Term End Date listed ("Third Party Extension Term"). The solutions and services will continue to invoice and renew per the terms of their original ordering document.

Opportunity ID	Business Model	Product ID	Solution Description	Term End Date
OPT-0450193	ASP/SCS	CP-20805	Enhanced Medical Necessity Content for Ambulatory Care	6/30/2029
1-6OMVHPL	ASP/SCS	HP-10155C	Milliman Advanced Risk Adjusters	6/30/2025
1-6OMVHPL	ASP/SCS	HP-10155C	Milliman Advanced Risk Adjusters	6/30/2025

14. In consideration of sections 5 to 12 above, all assets included in the FTF set forth in this CSS 100 are restated in Exhibit C.

In all other respects, the Contracts and the Agreement of which they are a part remain unchanged.

IN WITNESS WHEREOF, the parties hereto do hereby execute this CSS 100 as of the CSS 100 Effective Date.

COUNTY OF VENTURA


By: **Julie Miller**
Digitally signed by: Julie Miller
DN: CN = Julie Miller email = Julie.
Miller@ventura.org C = US O = GSA OU
= Procurement
Date: 2024.05.29 16:33:13 -08'00'

(signature)

(print)

Title: _____

CERNER CORPORATION

By: 

Teresa Waller

Title: _____ Sr. Director, Contract Management

7-16-2024

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EXHIBIT A – MULTIMEDIA MANAGEMENT AND ARCHIVAL SCOPE
Multimedia Management and Archival – Annual Gigabytes

Part #: B100055

Oracle Legacy Part #: MM-40100

Scope of Use	<ul style="list-style-type: none"> • Oracle agrees to provide the shared computing services set forth in this scope, pursuant to the terms and conditions set forth in this Ordering Document. Shared computing services include access to the software components and associated support set forth in this Ordering Document for the term in months set forth therein. • Scope of Use Metrics. <ul style="list-style-type: none"> o In addition to the storage infrastructure and data center infrastructure required to host the following Service as set forth in the 'Scope of Use' section of this Oracle Health Ordering Document. The fees set forth in this Ordering Document also include the following specific scope of use metrics: <ul style="list-style-type: none"> ▪ Oracle-hosted solution: Multimedia Management and Archival <ul style="list-style-type: none"> ▫ Scope provides support for 1 Production Environment. ▫ Scope provides support for up to 4 Non-Production Environment. Please refer to professional services scope language for the consuming solution to determine how many environments are included for implementation. ▫ Scope includes storing up to 100 gigabytes (uncompressed) annually of new ECGs into Service from ECG Management. ▫ Scope includes a one time historical upload of up to 0 gigabytes (uncompressed) of ECGs into Service from ECG Management. ▫ Scope includes storing up to 900 gigabytes (uncompressed) annually of new documents into Service from EDM. ▫ Scope includes a one time historical upload of up to 0 gigabytes (uncompressed) of documents into Service from EDM. ▫ Scope includes storing up to 500 gigabytes (uncompressed) annually of new generic media into Service from Digital Objects. ▫ Scope includes a one time historical upload of up to 0 gigabytes (uncompressed) of generic media into Service from Digital Objects. • Scope of Use Expansion. <ul style="list-style-type: none"> o In the event the metrics set forth above are exceeded, You agree to pay the additional Service fees for infrastructure required to manage the additional metrics. If You request an expansion of the Services beyond the scope of use limits and the assumptions set forth herein, Oracle will determine financial implications and provide You with an estimate of additional fees based on the pricing information below: <ul style="list-style-type: none"> ▪ Additional solutions or services or both will be set forth on a new Ordering Document, and additional fees may apply. ▪ In the event You exceed Scope of Use without an applicable agreement in place, additional fees may apply and may also apply for previous months of service in which Scope of Use was exceeded. o You agree that if an event occurs that will affect Your Scope of Use (such as acquisition of a new facility, change in storage volume required, change in connectivity demarcation [if applicable]), You will notify Oracle in writing at least 120 days in advance of such go-live event
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	to ensure system capacity is appropriate to support the event and to make appropriate updates to the scope of use.
Configuration / Setup Description	<ul style="list-style-type: none"> MultiMedia Management and Archival is the Oracle Health hosted Image Storage Platform for Document, Clinical and Diagnostic Imaging. Oracle will provide Service delivery using a multi-tenant shared infrastructure model. Multiple, non-affiliated customers will be hosted in a common domain using a shared data model. Customer images are distinctly separated with application layer logic/security. In a shared model, systems and application management will be centralized to minimize service availability disruptions. This centralized management also allows for timely and efficient releases of application software upgrades and enhancements. Oracle will manage all New Releases and system changes and will provide advance notice for all maintenance activities that may require a planned downtime.
Description of Services	<p>Oracle will provide the following Services:</p> <ul style="list-style-type: none"> Deploy, configure, and manage the continued operations of the Image Storage Platform Service Provide on-going updates and maintenance for the Service Provide Service monitoring and proactive action to ensure all components are functioning as designed and available Provide notification of planned Service interruptions for routine maintenance and follow change management processes to track changes <ul style="list-style-type: none"> Notification of maintenance activities will be provided via an on-line, self-service portal. Provide layered software needed to deliver the Services (such as OS and middleware) Order, receive, and set up hardware and storage required to run the Services noted herein Deploy, configure, and manage the Oracle hosted and managed Services Install applicable Sublicensed Software and licensed Oracle software Provide continued system operations support for the Services If applicable, increase bandwidth on existing dedicated telecommunication circuits to support the Services Work with You to establish network access for connectivity to the Services Provide Service monitoring and proactive action to ensure all components are functioning as designed and available
Your Cooperation / Obligations	<p>You are responsible for the following obligations:</p> <ul style="list-style-type: none"> Provide Tier 1 (end-user) Help Desk support Maintain responsibility for all Your owned systems and administration of Your solutions leveraging the Service If applicable, provide any physical requirements and assistance for Oracle-owned hardware located at Your site a.) network switch capacity, b.) data center/rack space, power, cooling, etc., and c.) required hands-on assistance (such as racking equipment and reboots) If applicable, perform solution level testing and image migration validation Perform modality/device configuration for communication with the Oracle-hosted environment If applicable, provide and manage Your site connectivity to the public internet <ul style="list-style-type: none"> Connection to the Service will be via a secured VPN (IPsec tunnel) If applicable, for on-site Oracle provided infrastructure, Oracle recommends You have at least a 10Gbps Local Area Network (LAN) connection speed.
Assumptions	<ul style="list-style-type: none"> Fees do not include implementation services, workstations, or other peripherals. Service fees do not include required migration services for existing historical images from third-party solutions or move from a Your hosted to an Oracle Health-hosted environment. Professional services are purchased separately.

- Service fees include installation and technical support for Service Code updates on infrastructure provided and managed by Oracle included in this Ordering Document. Oracle will manage all New Releases and system changes and will provide advance notice for all maintenance activities that may require a planned downtime.
- For implementations that are combined with a full Oracle Health Millennium system environment migration to Oracle Health's Remote Hosting Option (RHO) Managed Service, the viewing of historical media may require the temporary use of Your hosted Oracle Health CareAware MultiMedia instance post the Oracle Health Millennium environment migration (go live) to the RHO service. The temporary timeframe required will be determined during the project implementation phase and is based on historical image volumes. For clarity, upon the initial go live of the RHO Oracle Health Millennium environment, all new media will be written to and stored within the Service.
- As Oracle utilizes public cloud infrastructure for hosting products and services, the connectivity to the Oracle Health CareAware MultiMedia 7 platform and services will utilize new connectivity patterns. Oracle has provided recommendations for these connectivity patterns, which includes Internet and *Oracle Cloud Infrastructure (OCI)* direct connection. To best utilize and implement for connectivity for Oracle Health CareAware MultiMedia, You shall work with Your Oracle team with additional details for these connectivity patterns and implementation considerations.

EXHIBIT B – RESTATED APPLICATION MANAGEMENT SERVICES SCOPES
Oracle Health Application Management Services Scope

Part #: B106035

Cerner Legacy Part #: SA-201000-AMS

Scope of Use Limits	
The Application Management Services (“AMS”) fees set forth in the “Solutions and Services” section of this Ordering Document are based on the following scope of use limits:	
Scope of Use Metric	Scope of Use Limit
Licensed Software to be managed (“ Managed Software ”)	Oracle Health Documentation/CareNet
	MPages
	Oracle Health Oncology
	Oracle Health Point of Care (Care Admin/Care Mobile/Specimen Collection)
	PowerChart
	PowerChart Ambulatory
	Oracle Health Maternity
	PowerChart Touch
	PowerOrders
	Oracle Health Anatomic Pathology
	Oracle Health Anesthesia
	Oracle Health Blood Bank
	Oracle Health Cardiovascular
	Oracle Health Emergency Medicine
	Oracle Health Gen Lab/Specimen Management
	Oracle Health Infection Control
	Oracle Health Materials Management
	Oracle Health Microbiology
	PharmNet
	Oracle Health Radiology
	RxStation
	Oracle Health Surgical Management
	Oracle Health Clinical Reporting Win32/XR
	Oracle Health FSI
	P2 Sentinel as a Service (P2SAAS)
	PowerInsight Explorer
	Oracle Health Print Services/RRD
	HealthLife
	CareAware BMDI
	CareAware MDI
	CareAware iAware Platform
	CareAware Infusion Management
	CareAware MDI

	FetaLink CareAware VitalsLink Oracle Health Care Management Oracle Health Charge Services CPDI (Content 360) Oracle Health Practice Management HIM/ProFile Patient Accounting Oracle Health Registration Oracle Health Scheduling Licensed Beds: 292 New custom Cerner Command Language (CCL) report Development
Application Configuration Changes	The above listed Licensed Software to be managed excludes the creation and or support of application configuration changes.
Production Domains	One (1) production domain commencing upon First Productive Use of the Managed Software and continuing through the Term.
Non-Production Domains	One (1) certification domain commencing upon First Productive Use of the Managed Software and continuing through the Term.
Facilities	Ventura County Healthcare Agency
Content Updates (i.e., Oracle Health Multum Drug Database, ICD-10, CPT-4)	As required
New Custom Reports	Twenty Five (25) new custom reports per year delivered through: Oracle Health Millennium CCL, Oracle Health EHR Operational and Clinical Reporting, Oracle Health Unified Analytics and Reporting (OHUAR) Dashboards (i.e., <i>Tableau</i> , <i>SAP BusinessObjects</i>) and/or OHUAR datasets. Oracle Health EHR Operational and Clinical Reporting is a solution for creating reports from a library of data points. Data points pull from live data and can be selected from a standard library or created through custom SQL

Note. The content listed above is not exhaustive but does cover the primary content packages. To avoid any doubt, AMS will keep all licensed content current for the Term stated in the Ordering Document. You must purchase licenses to all content set forth in the table above. Implementation of such content is not included as part of AMS. For example, ICD-10 initial implementation is Your responsibility, but Oracle will complete updates after initial implementation.

Scope of Use Limit Exclusions	<ul style="list-style-type: none"> • Items not included in this Service: <ul style="list-style-type: none"> o Technical infrastructure required to run the Managed Software o Third-party software o Professional services for the design and/or build of additional Licensed Software not included in the Ordering Document o Professional services for the implementation or a comprehensive redesign of the Managed Software o Modifications to source code or addition of custom tables o Development of and/or delivery of end-user training for any Managed Software o Development of interfaces o Development of Discern rules
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	<ul style="list-style-type: none"> o Development of CRDT rules o Development of Discern Advisors, MPages, and National Hospital Inpatient Quality Measures (NHIQM) o Development and support of custom scripts that cause database changes to Oracle Health Millennium solutions o Application Monitoring Services (as set forth in "Application Monitoring") do not apply to non-production domains o Facility or clinic professional services rollouts o Clinical and support departmental workflow tasks that include or impact patient activity data (i.e., patient combines, placing orders, and documenting results) o Upgrade projects for the implementation of a new Release Upgrade or Service Package Upgrade
Scope of Use Expansion	
<p>In the event You request additional AMS support for additional solutions, additional fees will apply and will be determined on a case-by-case basis. Any such additional services or fees shall be set forth in a new Ordering Document. If You have any Managed Software not listed in the above Scope of Use Limits section, and this Managed Software is one that is typically supported by AMS, then this Managed Software must be added to AMS support at an Additional AMS Monthly Fee.</p> <p>Your scope of use will be measured periodically by Oracle's system tools. You agree that if an event occurs that will materially affect Your scope of use (such as acquisition of a new hospital or other new facility); You will promptly notify Oracle in writing of such event (no later than six (6) months prior to the effective date of such event) so that Your scope of use can be reviewed. Any additional fees due under the "Scope of Use Expansion" section shall be payable within thirty (30) days following Your receipt of an invoice for such fees.</p>	
Engagement Description	
Change Management	<ul style="list-style-type: none"> • Oracle will work with You to set up and maintain a change management process. Oracle will draft a standard operating procedure document that outlines processes and policies specific to AMS. Oracle will work with You to understand each parties' responsibility within the AMS change responsibilities guide.
Your Governance Structure	<ul style="list-style-type: none"> • Your employees are responsible for setting priorities, providing general decision-making, overall organizational road mapping, defining organizational policies and procedures, developing communication strategy, and defining and communicating key strategies and tactics to meet organizational goals. During the transition stage, Oracle will provide suggestions for Your governance structure, but it is Your responsibility to identify departmental representatives, technical and clinical stakeholders, and executive oversight to participate in Your governance. You will provide an application manager or equivalent for AMS engagement leadership to engage with daily.
Support and Monitoring Tools	<ul style="list-style-type: none"> • <u>Bedrock Packages</u> <ul style="list-style-type: none"> o An Oracle tool used to build multiples of the same items such as orders in Oracle Health Millennium to ensure consistency and quality. You must allow Oracle to keep the <i>Bedrock</i> code level within three (3) months of the current code level. • <u>AMS Dashboard</u> <ul style="list-style-type: none"> o A standalone monitoring tool designed for Oracle Health Millennium that enables several functions to be monitored from one solution. You must allow Oracle to keep the AMS Dashboard code level within three (3) months of the current code level. You must grant access for Oracle tools to communicate with the system and database. • Oracle Health EHR Operational and Clinical Reporting

	<ul style="list-style-type: none"> o Oracle Health EHR Operational and Clinical Reporting is a solution for report creation from a library of data points. You must allow Oracle to keep the Oracle Health EHR Operational and Clinical Reporting code and content level within three (3) months of the current code level. • During the transition, Oracle will request the installation of the above packages.
Proactive Review	<ul style="list-style-type: none"> • Oracle will conduct ongoing analysis of the Managed Software to determine preferences, purging, and other settings that may impact the optimal use of the System. All settings found to be not aligned with recommendations will be documented and presented to You to determine priorities, at which point Oracle will begin the necessary proactive changes following approved change management practices. If You choose not to pursue specific recommendations, Oracle will note the recommendation as "overridden", and will provide a report of all "overridden" recommendations at the next quarterly on-site review.
Standard Operating Procedure (SOP) Documentation	<ul style="list-style-type: none"> • Oracle will provide You with the following documentation of AMS procedures: <ul style="list-style-type: none"> o Work instructions outlining the process for Ticket logging, tracking, and the various Incident, and Configuration Change request statuses that Oracle and You will use; o SOP outlining various tasks that will be performed as part of operations monitoring. The SOP will document the notification and tracking of issues.
Quarterly Reviews	<ul style="list-style-type: none"> • Once per quarter, Oracle will conduct a formal review, which may include discussions regarding service and operations progress and metrics, benefits, and Your feedback.
Travel Expenses	<ul style="list-style-type: none"> • The AMS fees set forth in the Ordering Document do not include travel, lodging, per diem, or other out-of-pocket expenses incurred by Oracle personnel during the initial AMS Transition Period, on-site reviews, or subsequent visits. Such expenses must be pre-approved by You and will be billed to You monthly, as incurred. Any estimate of expenses can change based on variables such as airfare and location of Your facility(s).

SCOPE OF WORK

Application Management

Application Management is the set of services and updates required to ensure the Managed Software is available for end users. Support includes changes to the Managed Software that does not require the addition of new functionality (i.e., adding medications integration) or new solutions. Each party agrees to perform its respective Application Management responsibilities as set forth in Table 1 below. **All Oracle tasks outlined in Table 1 below apply only to the solutions defined as "Managed Software" in the "Scope of Use Limits" section of this scope.**

You and Oracle will use Tickets in the Oracle service tracking tool to track Managed Software Incidents, and Configuration Change requests. End users must access Your help desk to enter requests which will transmit across the CHD interface into the Oracle service tracking tool. In the event that an interface is not possible, Your level one (1) help desk will log the requests into the Oracle service tracking tool. Examples of Configuration Change requests (examples below may not be representative of the Managed Software):

- Modification to existing orders, tasks, preferences, and users
- Addition of code sets (pre-defined lists) and alias (interface mapping)
- Building PowerForms, discrete task assays, orders (nursing and interdisciplinary documentation)
- Adding event sets (results viewing)

No.	Table 1:	Oracle	You
	Application Management Responsibility Matrix		
1.1	User Accounts		
1.1.1	Designate security representative and provide definition of required roles, positions, and solution specific security profiles. Notify Oracle of any changes to user security, such as termination and role change		X

1.1.2	Support user database for solution-specific security such as task access, positions, and role setup	X	
1.1.3	Maintain individual users' accounts at the global level only as approved through change management	X	
1.1.4	Add new users' and manage the individual users' accounts		X
1.1.5	Oracle will create and manage user accounts for Oracle AMS associates	X	
1.2	Maintenance Activities		
1.2.1	Maintenance of remote report distribution settings using Oracle maintenance tools	X	
1.2.2	Capture customized workflows outside of Oracle recommendations	X	
1.2.3	Conduct end-user training		X
1.2.4	Build and maintain reference database elements using Oracle build tools	X	
1.2.5	Identify and provide printer and printer location(s) list		X
1.2.6	Maintain change management of local installations (fat client) of the Managed Software on Your personal computers		X
1.2.7	Perform event code/event set changes as required	X	
1.2.8	Maintain solution-specific security based on Your-supplied guidelines	X	
1.2.9	Maintain solution-level <i>Microsoft Windows</i> Terminal Server (WTS) locations	X	
1.2.10	Manage WTS locations		X
1.2.11	AMS will perform de-production activities after domain refreshes if needed. You should provide thirty (30) days' notice of domain activities.	X	
1.3	Second Level Application Support		
1.3.1	Provide troubleshooting expertise, Incident and Problem resolution	X	
1.3.2	Recommend short-term and long-term alternative resolutions to Incidents and Problems	X	
1.3.3	Follow Oracle policies for handling patient data	X	
1.3.4	Provide You with monthly service reports	X	
1.3.5	Provide accurate Ticket description and example Provide point of contact who can verify request is complete		X
1.3.6	Provide Your internal help desk that serves as the initial point of contact for end users to address level (one) 1 type scenarios, on-site hardware, and application training support		X
1.3.7	Perform Daylight Savings Time management activities for the Managed Software	X	
1.3.8	Troubleshoot and resolve foreign system and medical device interface errors on the Oracle-side of Managed Software interfaces	X	
1.3.9	Troubleshoot and resolve foreign system and medical device interface errors on Your-side of interface		X
1.3.10	Departmental workflow tasks (i.e., person combines, cancelling orders, resulting orders)		X
1.4	Operations Management		
1.4.1	Monitor purge job activity to ensure purges are completing successfully	X	
1.4.2	Set up and maintain purges and operations jobs	X	
1.4.3	Add/remove operations jobs	X	
1.4.4	Provide purge retention criteria		X
1.4.5	Set purge retention criteria for purge jobs and schedule jobs to run	X	

1.4.6	Complete event management threshold document and provide continuous directives regarding desired management of operations jobs and interfaces thirty (30) days prior to the AMS go-live date		X
1.5	CHD Interface		
1.5.1	Provide specifications for the level one help desk ticket system and, if applicable, provide Application Program Interface access		X
1.5.2	Review specifications, create, and manage project plan	X	
1.5.3	Provide resources to build interface on the Oracle side	X	
1.5.4	Provide resources to assist with technical questions and Your workflow within ticketing system		X

Custom Report Management

CCL, Dashboards (i.e., *Tableau*, *SAP BusinessObjects*), and Oracle Health EHR Operational and Clinical Reporting reports, or Oracle Health Millennium dataset curation (hereafter referred to as a “Custom Report”) management is the maintenance of Your Custom Reports, Discern rules. This includes an inventory of all reports, dashboards, data sets, Discern rules, that are used in Your *Oracle* production system or Oracle Health Millennium data staged on Oracle Health Unified Analytics and Reporting. Oracle will make modifications to existing production Custom Reports, Discern rules, to address changes requested by You, as well as those required for release upgrades and content updates. Each party agrees to perform its respective Custom Report management responsibilities as set forth in Table 2 below. Creation of new Custom Reports and modifications to existing production Custom Reports impacting more than 25% of the code shall be considered new Custom Report, development. Modifications to existing Discern rules impacting more than 25% of the rule or adding/modifying more than five (5) templates is considered new Discern rule development. If new Custom Report, Discern rule, development services are included in the “Scope of Use Limits” section, You are entitled to development of the number of new reports or rules set forth therein. Oracle AMS reserves the right to deliver Custom Reports using whatever platform they see fit. **All Oracle tasks outlined in Table 2 below apply only to the solutions defined as “Managed Software” in the “Scope of Use Limits” section of this scope.**

No.	Table 2:	Oracle	You
	Custom Report Management		
2.1	Custom Report, Discern, and MPages Requests		
2.1.1	Provide necessary Oracle access to support Custom Reports, Discern rules,		X
2.1.2	Request modification to Custom Reports, Discern rule; provide requirement and mockup of change		X
2.1.3	Troubleshoot issues with Custom Reports, Discern rules in production	X	
2.1.4	Manage requests using tracking tool and report status to You	X	
2.1.5	Modify and test Custom Reports, Discern rules related to incident management	X	
2.1.6	Within thirty (30) days, validate and sign off on Custom Reports, Discern rules and assure the integrity of the resulting data		X
2.1.7	Provide Incident management and maintenance of Custom Reports, Discern rules not developed by Oracle until stabilized; New reports and/or rules will be considered stable thirty (30) days from First Productive Use provided there are no documented issues from the validation process		X
2.1.8	Request Custom Report, Discern rule modifications; provide requirement and mock up for the request		X
2.1.9	Customization of Oracle Health Privacy Analytics reports		X
2.1.10	Management and curation of third-party data sets		X

2.2	MPages Request		
2.2.1	Localization of Oracle-developed MPages utilizing a <i>Bedrock</i> wizard	X	
2.2.2	Development or localization of MPages		X

Content Management

Oracle will provide updates of content packages to You, which includes standard content such as Oracle Health Multum Drug Database, *ICD-10*, *CPT-4*, as well as code content included in exception service packages as needed. Each party agrees to perform its respective content management responsibilities as set forth in Table 3 below. NHIQM updates are excluded from content management. **All Oracle tasks outlined in Table 3 below apply only to the solutions defined as “Managed Software” in the “Scope of Use Limits” section of this scope.**

No.	Table 3: Content Management	Oracle	You
3.1	Package Management		
3.1.1	Maintain standard content updates subject to the “Scope of Use Limits” section of this scope	X	
3.1.2	Install content and service packages and perform technical special instructions (if not remote hosted by Oracle or utilizing Oracle Health Operational Management Services (OMS), otherwise this becomes an Oracle responsibility)		X
3.1.3	Perform solution related front-end special instructions for service package loads	X	
3.1.4	Provide regression test scripts	X	
3.1.5	Monitor Licensed Software notifications (i.e., flashes, advisories, Oracle Knowledge Network, etc.) and take necessary action	X	
3.1.6	Validate service packages/solution enhancements and fixes and assure the integrity of the resulting data. You are responsible for final approval/sign off.		X
3.1.7	Perform and manage the process for local installations (fat client) of the Managed Software on Your personal computers		X

Application Monitoring

Oracle will provide a 24 hours per day, 7 days per week, every day of the year (“24 x 7 x 365”) service to monitor and correct errors with interfaces, chart servers, operations jobs, remote report distribution (RRD), and printing. Profiles will also be created to inventory and baseline transaction volumes. Each party agrees to perform its respective responsibilities as set forth in Table 4 below. **All Oracle tasks outlined in Table 4 below apply only to the solutions defined as “Managed Software” in the “Scope of Use Limits” section of this scope.**

No.	Table 4: Application Monitoring	Oracle	You
4.1	Oracle Health Millennium: Management		
4.1.1	Notify Your help desk of Incidents found that affect service and require Your intervention	X	
4.1.2	Remove or inactivate non-current items monitored or managed by Oracle (such as printers, operations jobs, and interfaces) with Your approval	X	
4.1.3	Notify Oracle of additions, removals, or non-standard Configuration Changes within Your interface engine, prior to implemented/completed changes		X
4.2	Oracle Health Millennium: Clinical Reporting (Win32) Monitoring		
4.2.1	Monitor chart server status and settings	X	
4.2.2	Monitor chart request status and resubmit unsuccessful charts	X	
4.2.3	Review chart server errors, configurations, and propose recommended changes	X	

4.3	Oracle Health Millennium: Operations Job Monitoring		
4.3.1	Monitor Oracle Health Millennium scheduled operations jobs to ensure scheduled tasks trigger and process without error	X	
4.3.2	Restart operations jobs as required	X	
4.3.3	Provide rerun instructions for an operations job error	X	
4.3.4	Document and report operations job issues	X	
4.4	Oracle Health Millennium: Remote Report Distribution Consulting Monitoring		
4.4.1	Monitor Oracle Health Millennium remote-report distribution (RRD) server and RRD service status	X	
4.4.2	Monitor Oracle Health Millennium RRD communication port status	X	
4.4.3	Investigate RRD fax errors and retransmit as needed	X	
4.4.4	Manage RRD hardware (fax station, connectivity, modem status, and power)		X
4.4.5	Deliver fax-related training communication to end users		X
4.5	Oracle Health Millennium: Print Queue Monitoring		
4.5.1	Monitor Oracle Health Millennium backend print queues for hung processes	X	
4.5.2	Enable down or cycle hung backend print queues	X	
4.5.3	Manage printer hardware devices and local connectivity		X
4.5.4	Monitor Your owned print server queues		X
4.6	Oracle Health Millennium: XR Clinical Reporting Monitoring		
4.6.1	Monitor WebSphere application server status	X	
4.6.2	Monitor report request status	X	
4.7	Oracle Health Millennium: Oracle Health EHR Operational and Clinical Reporting Monitoring		
4.7.1	Restart data load process as needed	X	
4.7.2	Review data gaps and run manual/historical data load as needed	X	
4.7.3	Review extract files ran by operations and run historical extracts as needed	X	
4.9	Oracle Health Millennium: iBus Monitoring		
4.9.1	Monitor Oracle Health Millennium iBus container status and memory utilization	X	
4.9.2	Cycle Oracle Health Millennium iBus containers when necessary	X	
4.9.3	Monitor Oracle Health Millennium iBus drive space on local disk and data drives	X	
4.9.4	Management and removal of data from local disk and data drives		X
4.9.5	Oracle Health Millennium iBus server reboots (if not remote hosted by Oracle or utilizing Oracle Health OMS services, otherwise this becomes an Oracle responsibility)		X
4.9.6	Oracle Health Millennium iBus local device maintenance		X

Incident and Problem Management

Incident management is the identification, assessment of impact, reporting, tracking, escalation, notification, and resolution of Incidents that occur in the Managed Software. Problem management is the identification of root cause and corrective or preventative action for one or more Incidents. You are responsible for maintaining a staffed help desk that will provide the first line of support of users and data coordination calls. This line of support will distinguish issues with the Managed Software versus connectivity or infrastructure Incidents. In addition, You agree to designate workflow SMEs at Your facility to address solution-specific Incidents. Each party agrees to perform its respective Incident and Problem management responsibilities as

set forth in Table 6 below. **All Oracle tasks outlined in Table 6 below apply only to the solutions defined as “Managed Software” in the “Scope of Use Limits” section of this scope.**

No.	Table 6:	Oracle	You
	Incident and Problem Management		
6.1	Incident and Problem Management		
6.1.1	Provide single point of contact for proper escalation of Incidents and Problems	X	X
6.1.2	Log all Incidents in accordance with the documented processes set forth in the Ordering Document		X
6.1.3	Maintain ownership of all Incidents and Problems related to AMS through closure or until agreement that the Incident or Problem is not within Oracle's scope of responsibility	X	
6.1.4	Perform root cause analysis on Problems that affect service level standards	X	
6.1.5	Notify Your help desk of Incidents found that affect service	X	
6.1.6	Staff operations 24 hours per day, 7 days per week (“24 x 7”)	X	
6.1.7	Provide on-call solution staff 24 x 7	X	
6.1.8	Ensure proper notification and escalation of Incidents and Problems in accordance with standard operating procedures	X	
6.1.9	Differentiate between solution and connectivity Incidents, manage non-Managed Software Incidents and Problems with appropriate teams		X
6.1.10	Provide escalation process within Your organization		X
6.1.11	Assign information technology coordinator as primary contact according to Oracle standard escalation processes		X
6.1.12	Provide assistance for third-party software issues and engage the appropriate third-party support teams when possible. SLAs do not apply.	X	
6.2	Level 1 Help Desk		
6.2.1	Maintain Your help desk on a 24 x 7 basis to provide first line of support to end users and average first call resolution of 25% per month (excludes password resets)		X
6.2.2	Answer basic system questions		X
6.2.3	Route user Tickets to the appropriate party		X
6.2.4	Gather relevant contact information and log all Tickets		X
6.2.5	Maintain a library of electronic and printed system reference materials for use in answering user questions and resolving basic Incidents and Problems		X
6.2.6	Perform password resets		X
6.3	Workflow and Change Management Subject Matter Experts		
6.3.1	Remain engaged on high/critical Incident calls as needed		X
6.3.2	Assist in validation of the resolution of an Incident as well as provide additional details for issue investigation as needed		X
6.3.3	Assist with end-user communication (downtimes, code changes, process changes, etc.)		X
6.3.4	Provide workflow training assistance		X
Service Level Commitment			
Service Level Agreement (SLA)	<ul style="list-style-type: none"> Oracle will meet or exceed the SLAs during the Measurement Period. SLAs are subject to Service Level Credits (SLCs) as defined herein. SLAs will not apply during the AMS Stabilization or AMS Transition Period. 		

Definitions

AMS Stabilization Period means the first ninety (90) days following go-live of AMS.

AMS Transition Period means the period of time required to transition AMS from Your current supplier to Oracle. The AMS Transition Period is up to three (3) months from the initial transition event. You agree that You will direct Your current supplier to cooperate in good faith with Oracle and provide all information and assistance necessary for Oracle to complete the transition.

At Risk Amount means the maximum amount of Service Level Credits (SLCs) that Oracle may allocate to You for Service Level Failures (SLFs) in any given month and is \$5,598.

Business Day means Monday through Friday, 8 AM to 5 PM, Central Standard Time excluding Oracle recognized holidays.

Configuration Change means a requested change to a reference build.

Incident means an unplanned interruption or reduction in quality of an Oracle production solution or service.

Measurement Period means the first full month following the AMS Stabilization Period and each full month thereafter during the Term.

Problem means the root cause of one or more existing or potential Incidents.

Service Level Agreement ("SLA") means the duration Oracle will have to resolve/update each incident/request that will have penalties associated.

Service Level Objective ("SLO") means a goal for the duration Oracle will have to close a Ticket.

Oracle Health Product Support means Oracle's level 3 support organization focused on providing a personal, positive support experience for Oracle clients; effectively detecting, preventing, responding to, and resolving issues. Oracle Health Product Support provides deep troubleshooting and resolution to complex system issues.

Ticket means the work requested by You for Oracle to trouble shoot and repair or add Configuration Changes to the production solutions.

Service Level Failures ("SLF")	<ul style="list-style-type: none"> An SLF will be deemed to occur whenever Oracle's level of performance for a particular service level fails to meet an SLA in a given month.
Service Level Credits ("SLC")	<ul style="list-style-type: none"> Each applicable priority will be assigned a weighting factor. No single priority may have a weighting factor exceeding 40%, and the total of the weighting factors for all priorities cannot exceed 100% of the At-Risk Amount. For each SLF, Oracle will provide You with a SLC that will be computed by multiplying the weighting factor for that priority and the At-Risk Amount. For example, if Oracle has failed to meet its SLA for a priority with a weighting factor of 40%, and the At-Risk Amount was \$5,598, the SLC is calculated as follows: <ul style="list-style-type: none"> SLC = Weighting factor x At Risk Amount SLC = 40% (0.40) of \$5,598 = \$2,239 In this example, the SLC for that month for that specific priority would be \$2,239. The total amount of SLCs that Oracle incurs with respect to SLF occurring each month will be credited to You on the invoice delivered the month immediately following the month in which the SLFs giving rise to such SLCs occurred. For example, the amount of SLCs granted to SLFs occurring in August will be credited on the invoice delivered in September.
Root Causes	<ul style="list-style-type: none"> Oracle will work to identify root causes related to SLFs and correct causes of Problems for which Oracle is responsible under the Ordering Document. You will correct causes of Problems and attempt to minimize the recurrence of such Problems that prevents or could reasonably be expected to prevent Oracle from meeting the SLA.

Excused Service Levels

- Oracle will be relieved of responsibility for meeting any SLA to the extent caused or affected by:
 - o The actions or inaction of You or Your affiliates, third-party suppliers, or services recipients;
 - o Your prioritization of available resources;
 - o Changes made to the environment by You that were not communicated in accordance with the change management process;
 - o Events beyond the reasonable control of Oracle, including but not limited to war, sabotage, insurrection, riots, civil disobedience and the like, acts of governments and agencies thereof, fires, or acts of God;
 - o You not allowing Oracle to keep the *Bedrock* and AMS Toolkit packages within three (3) months of the current code. The AMS Toolkit package is required to keep the AMS Event Management Dashboard monitoring and management tools operational;
 - o You not having Lights On Network installed and contributing data to the Lights On Network;
 - o Help Desk interface not implemented;
 - o Recommendations not pursued by You which affect Oracle's ability to meet SLA or monitoring expectations can result in forfeiture of SLCs;
 - o Failure to call into Oracle service line for critical or high Incidents; or
 - o Non-production domains.

Service Level Measurements

Application Incident Resolution SLA. All Your reported application Incidents will be analyzed upon receipt and categorized as set forth in the table below.

Application Incident Resolution			
<u>Priority</u>	<u>Resolution Time SLA</u>	<u>Weighting Factor</u>	<u>Frequency</u>
Critical	90% within six (6) hours	40%	Monthly
High	90% within eighteen (18) hours	40%	Monthly
Moderate	90% within three (3) Business Days	10%	Monthly
Minor	90% within six (6) Business Days	10%	Monthly

- The total Weighting Factor for all Incident priorities cannot exceed a total of 100%.
- A single Weighting Factor cannot exceed 40%.
- Each Incident priority must have a minimum of ten (10) Tickets logged within the monthly measurement period to qualify for SLA penalties.
- Service level attainment calculation:
 - o $\{(\text{Number of Tickets (by priority) closed meeting the SLA attainment} \div \text{the number of Tickets closed (by priority)}) \times 100\}$
- Duplicate Tickets will be treated as a single SLA.
- Note: Calls received by Oracle AMS that are determined to be out-of-scope and are transferred to the Oracle support organizations for resolution and closure will be excluded when calculating service level attainment.

Critical priority with less than ten (10) Tickets logged in one (1) month: if in any single month, the Critical priority logged Incidents falls below ten (10), then the following will replace the SLA above:

- AMS will be allowed to miss one (1) Incident from the total Critical Incidents logged that month. In this event, if more than one (1) Critical Incident is missed, the weighting factor paid will be the weighting factor listed in the above table. Example: You log five (5) Critical Incidents in a given month, Oracle AMS must achieve Resolution Time above for four (4) of the five (5) Critical Incidents logged to avoid SLA penalties.

Incident Code Descriptions		
Priority	Description	
Critical	<ul style="list-style-type: none">Majority (greater than 50%) of concurrent users across all locations are unable to process transactions or access managed solutions critical to Your ability to conduct daily business ANDNo bypass or alternative is available AND/ORMajor financial impact or patient care or safety conditions existNote: Critical Incidents must be called into the Oracle AMS service number immediately after logging the request.	
High	<ul style="list-style-type: none">Significant percentage (25-50%) of concurrent users are unable to process transactions or access managed solutions required to conduct daily business ORA component of Managed Software required to complete a critical workflow is non-functional for more than one (1) user ANDNo bypass or alternative is available AND/ORFinancial impact or patient care or safety conditions existNote: High Incidents must be called into the Oracle AMS service number immediately after logging the request.	
Moderate	<ul style="list-style-type: none">A component, minor solution, or procedure is down, unusable, or difficult to use. There is some operational impact but no immediate impact on service delivery, financial, or patient care. An acceptable workaround, alternative or bypass exists. One or more of Your locations are impacted. Problems that would be considered critical or high that have a workaround, alternative, or bypass available will be assigned as a moderate Incident.	
Minor	<ul style="list-style-type: none">A component, procedure, or personal application (not critical to You) is unusable. No impact to business, single Incident failure, and a workaround, alternative, or bypass is available. Deferred maintenance is acceptable.	
Resolution Time	<ul style="list-style-type: none">The Application Incident Resolution SLA performance time for a resolution will be calculated as the difference between the time a request is “opened” in Oracle service tracking tool and the time the request is documented as “closed” in Oracle service tracking tool, less the time the Incident is in “Client Action” in Oracle service tracking tool. An Incident is considered in “Client Action” when Oracle is asking You a question or when Oracle is requesting information from You or for the duration of Your validation.The Application Incident Resolution SLA performance time for requests needing a software change (software defect or software enhancement) will be calculated from the time the request is “opened” in Oracle service tracking tool until the time the request is identified as needing a software change, less the time the request is in “Client Action” in Oracle service tracking tool. The request will be closed in the Oracle service tracking tool at the time the software change is identified and will be tracked via Oracle software release process.	
Remedy	<ul style="list-style-type: none">YOUR RIGHTS UNDER THIS SECTION (SERVICE LEVEL AGREEMENT) CONSTITUTE YOUR SOLE AND EXCLUSIVE REMEDY AND ORACLE’S SOLE AND EXCLUSIVE OBLIGATIONS WITH RESPECT TO ANY SERVICE LEVEL FAILURE.	
Application Configuration Change SLO		
Application Configuration Change requests are changes to support existing functionality in the Managed Software. All Application Configuration requests will be analyzed upon receipt. Oracle and You will agree upon the entitlement unless otherwise already defined. Requests may be grouped together into single projects, with agreement by Oracle and You. The custom groupings may affect how the request will be categorized (due to the level of complexity involved in the complete project).		
Entitlement	Description	SLO

Critical	The request will resolve an issue with patient care or have a positive financial impact.	24 hours
High	The request is of a time-critical nature that will not necessarily affect patient care or create a financial impact to You.	48 hours
Basic	Examples of basic configuration include updates to an existing orderable, printer, appointment type, etc.	Five (5) Business Days
Advanced	Examples of advanced configuration include updates to an existing power-form, chart form, new orderable, etc.	Ten (10) Business Days
Complex	Examples of complex configuration include updates to an existing interface script, new chart format, etc.	Fifteen (15) Business Days
Requiring Scope Definition	These requests will be for efforts that require a scope to be defined. Examples of these types of requests would be updates to existing Custom Reports, Discern rules, CRDT/BRDT rules, person management rule, etc. Both parties will agree upon the turnaround time for these types of requests after the scope has been determined and mutually agreed upon. Oracle is responsible for developing a business design and associated scope for such requests.	Negotiated at time of scoping
Performance Time	<ul style="list-style-type: none"> Application Configuration Change SLO performance time will be calculated as the difference between the time a request is "opened" (after You approve request) in Oracle service tracking tool and the time the request is documented as "closed" (after the change is moved into the production environment and validated by You) in Oracle service tracking tool, less the time the request is in "Client Action" in Oracle service tracking tool. The request is considered in "Client Action" when Oracle is asking You a question or when Oracle is requesting information from You. Application Configuration Change SLO performance time for requests needing a software change (software defect or software enhancement) will be calculated from the time the request is "opened" in Oracle service tracking tool until the time the request is identified as needing a software change, less the time the request is in "Client Action" in Oracle service tracking tool. The request is considered in "Client Action" when Oracle is asking You a question or when Oracle is requesting information from You. 	

Oracle Health EHR Service Desk

Part #: B102134

Cerner Legacy Part #: SVC-HLPDSK-AMS

Scope of Use Limits

The Service Desk fees set forth in the "Solutions and Services" section of this Ordering Document are based on the following scope of use limits

Scope of Use Metric	Scope of Use Limit	Scope of Use Metric Definition
Ticket	300	Total requests for service, per calendar month, to Oracle's service desk (the "EHR Service Desk"). via support channels (e.g., live voice channels, web portal, etc.)

Overage. Based on the need to ensure service levels for all clients 24 hours per day, 7 days per week, and 365 days per year, should Your ticket volume exceed the contracted scope of use limit for three (3) consecutive months by 10% or more, Oracle and You will work together to address the reason for the overage. If joint mitigation efforts do not help reduce the ticket volume and month 4 once again exceeds the contracted scope of use by greater than 10%, the agreed-upon monthly pricing will be adjusted as follows:

$(\text{Price per ticket}) \times (\text{Past 3-month average}) = \text{New price starting in month 4.}$

Unused Tickets. You may not apply unused tickets from any prior month to any future month.

Scope:

- All tickets will be answered and triaged by Your help desk before the warm transfer process will begin to the EHR Service Desk or You will utilize a phone tree. Only live production environment Oracle Health systems and applications are supported by this service.
- All tickets answered by the EHR Service Desk that are not related to Oracle systems or applications will be transferred back to You and will be counted toward the monthly Scope of Use Limit.
- Oracle will train You on how to appropriately utilize the phone tree and warm transfer Oracle Health systems and applications incidents.
- You will handle all account provisioning and Oracle application-level security as well as all password resets.
- You are responsible for appropriately training and staffing Your level one help desk 24x7x365.
- EHR Service Desk is not responsible for clinical and/or support tasks that include or impact patient activity data.
- EHR Service Desk is not responsible for any non-Oracle Health systems and applications.
- EHR Service Desk is not responsible for any local hardware and device physical issues (for example, power, printer out of paper, etc.).

Scope of Use Expansion

In the event a scope of use limit set forth above is exceeded, You agree to expand such scope of use and pay the following additional EHR Service Desk fees for the applicable scope of use limit that has been exceeded:

Your scope of use will be measured periodically by Oracle's system tools. You agree that if an event occurs that will materially affect Your scope of use (such as acquisition of a new hospital or other new facility); You will promptly notify Oracle in writing of such event (no later than thirty (30) days following the effective date of such event) so that Your scope of use can be reviewed. Any additional fees due under the "Scope of Use Expansion" section shall be payable within thirty (30) days following Your receipt of an invoice for such fees.

Scope of Use Metric	Extending Scope of Use Limit By	Additional Service Desk Monthly Fees
Ticket	100	\$2,000

Oracle Health EHR Service Desk, Account Maintenance, and Incident Management Services Scope of Work
EHR Service Desk Services

EHR Service Desk services will be provided to end users as set forth in the following tables and will apply to both Oracle and non-Oracle systems and applications.

No.	Table 1: EHR Service Desk Services Responsibility Matrix	Oracle	You
1.1	Incident Management and Ticket Processes		
1.1.1	Manage initial contact with end users 24 x 7 x 365	X	X
1.1.2	Create ticket on behalf of the end user with a complete description of the issue	X	X
1.1.3	If the issue is an incident and involves a production environment Oracle Health system or application issue, warm transfer the end user and ticket to EHR Service Desk or access directly via phone tree (if configuration, see 1.1.5)		X
1.1.4	Transfer issues back to centralized Client Help Desk via interface for non-Oracle Health issues	X	
1.1.5	Review and approve configuration requests before transferring to EHR Service Desk via the interface and document approval in the request		X
1.1.6	Assume configuration requests received and identified by EHR Service Desk have not been approved. Transfer change requests back to centralized Client Help Desk.	X	
1.1.7	Provide support for production environment <i>Oracle Health</i> system or application incidents	X	
1.1.8	Provide end user support for all systems and applications outside this scope		X
1.1.9	Provide notification to affected users of system outages on systems via phone message alert; and otherwise provide affected users with regular and timely progress updates		X
1.1.10	Engage Level 2 to resolve <i>Oracle Health</i> system or application incidents, as needed	X	
1.1.11	Provide access to a definitive source of end user identifying information for use in validating identity of end users requesting sensitive services		X
1.1.12	Provide support for Your telephony system utilized for the internal help desk phone number and phone tree		X
1.1.13	Provide toll free number for EHR Service Desk access	X	
1.1.14	Provide and maintain a local/internal help desk phone number and route tickets reported to that number to the EHR Service Desk toll free number		X
1.1.15	Provide and maintain local/internal phone tree in accordance with Oracle's recommended best practices. An end user account and password reset phone tree prompt will be listed before Oracle prompt.		X
1.1.16	Provide data on a quarterly basis to populate and maintain an accurate employee information database (name, phone number, email address, location, title, etc.) for purposes of identifying callers and contacting them for incident resolution and follow-up		X
1.2	Reporting		
1.2.1	Provide Oracle's standard statistics and management reports to You on a monthly basis	X	
1.3	Interface		

1.3.1	Develop, test, and maintain a standard interface capable of transferring a ticket from Your request management system to Oracle's		X
1.3.2	Develop, test, and maintain a standard interface capable of transferring a ticket from Oracle's request management system to You's	X	

Service Level Objectives

Oracle's goals for resolving and/or updating each request are "Service Level Objectives" ("SLOs").

EHR Service Desk Service Level Objective

The EHR Service Desk will be staffed 24x7x365, including holidays. The monthly SLOs listed below describe the performance measures applicable to the EHR Service Desk.

If Oracle fails to maintain these monthly service levels, upon notification from You, Oracle will engage a corrective action team to determine the cause of failure to maintain the service levels and develop a corrective plan to return the service to achieve such service levels.

Measurement	Description	Measurement	Frequency
Average Speed of Answer (ASA)	The length of time that a caller must wait on hold before the line is answered by the EHR Service Desk analyst.	<= 30 seconds	Monthly
ASA Measurement Formula: Total Answered Time (does not include Abandon Time) divided by Total Calls Answered			
Abandonment Rate (ABD)	The percentage of times in which a person calling the EHR Service Desk gives up calling and hangs up the phone prior to a EHR Service Desk analyst answering the call.	< 5%	Monthly
ABD Measurement Formula: Total Abandon Calls over thirty (30) seconds divided by Total Calls Presented			

Definitions

For the purpose of this scope, the following terms have the meanings set forth below. Terms not otherwise defined herein have the meaning set forth in the Agreement.

- **Oracle Solutions** means the Licensed Software that is created by Oracle and licensed to You, such as Oracle Health Millennium, Oracle Health Workforce Management, etc.
- **Ticket** means the complete record of a request for service, from inception to resolution.
- **Service Level Objective ("SLO")** means Oracle's goal for resolving and/or updating each issue or request. SLOs shall not be subject to Service Level Credits ("SLC")

EXHIBIT C – CONSOLIDATED FTF ASSET LIST

It is the parties' intent that Exhibit C (Consolidated FTF Asset List) shall include all assets owned by Client up to the CSS 100 Effective Date that are a part of the FTF set forth above. This is an all-inclusive list of all generally available Cerner Licensed Software, Subscriptions, ASP/SCS solutions, and SLSW owned by Client that are included in the FTF. If the parties believe an item was inadvertently omitted from this Exhibit C, the parties agree to work in good faith to determine if such item should be included in this Exhibit C. For the avoidance of doubt, this Exhibit C shall not include terminated solutions listed in section 7 herein, or any other terminated or expired solutions.

Ordering Document	Business Model	Cerner Part Number	Solution Description	Oracle Part Number	Oracle Product Name
1-333PTFN	SLSW	00111728	Prem Supt for OneSign FastPass	00111728	Prem Supt for OneSign FastPass
1-654EX21	SLSW	00195246-MNT	Dentrix Enterprise 5 CAL Pack	00195246-MNT	Dentrix Enterprise 5 CAL Pack
1-654EX21	SLSW	00195244-MNT	Dentrix Enterprise Foundation	00195244-MNT	Dentrix Enterprise Foundation
1-654EX21	SLSW	00185118-MNT	HL7 Interface Messaging: ORM I	00185118-MNT	HL7 Interface Messaging: ORM I
1-654EX21	SLSW	00185101-MNT	MNT: Dentrix Enterprise HL7 In	00185101-MNT	MNT: Dentrix Enterprise HL7 In
1-654EX21	SLSW	00185113-MNT	MNT: HL7 Interface Messaging:	00185113-MNT	MNT: HL7 Interface Messaging:
1-654EX21	SLSW	00189979-MNT	MNT: HL7 Interface Messaging:	00189979-MNT	MNT: HL7 Interface Messaging:
1-654EX21	SLSW	00185116-MNT	MNT: HL7 Interface Messaging:	00185116-MNT	MNT: HL7 Interface Messaging:
1-654EX21	SLSW	00185105-MNT	MNT: HL7 Interface Messaging:	00185105-MNT	MNT: HL7 Interface Messaging:
1-654EX21	SLSW	00185117-MNT	MNT: HL7 Interface Messaging:	00185117-MNT	MNT: HL7 Interface Messaging:
1-654EX21	SLSW	00185119-MNT	MNT: HL7 Interface Messaging:	00185119-MNT	MNT: HL7 Interface Messaging:
1-6OCUX9B	ASP/SCS	IW-40458	CareAware Infusion Suite	B100086	Oracle Health Infusion Suite - Beds
1-6OCUX9B	ASP/SCS	CI-400400	CareAware iBus for Bedside Medical Device Integration	B100041	Oracle Health Bedside Medical Device Integration - Beds
1-6OCUX9B	ASP/SCS	CI-400500	CareAware iBus for Laboratory Medical Device Integration	B100042	Oracle Health Laboratory Medical Device Integration - Device
1-6OCUX9B	ASP/SCS	PY-70125C	Cerner Direct HISP - Acute	B100351	Oracle Health Direct HISP - Acute - Facilities Product
1-6OCUX9B	ASP/SCS	PY-70126C	Cerner Direct HISP - Ambulatory	B100353	Oracle Health Direct HISP - Ambulatory - Facilities Product
1-6OCUX9B	ASP/SCS	PS-20080C-I	Cerner ePrescribe	B100172	Cerner ePrescribe Package - Providers Product
1-6OCUX9B	ASP/SCS	PY-27655C	Cerner Hub - Immunizations	B100329	Oracle Health Hub - Immunizations - Immunization Registry
1-6OCUX9B	ASP/SCS	PY-25020C	Cerner Ignite Millennium API	B100107	Oracle Health FHIR APIs (Up To Quantity) - Patients
1-6OCUX9B	ASP/SCS	IF-40200	Cerner Interface Connection	B103446	Cerner Interface Connection
1-6OCUX9B	ASP/SCS	CTP-CERN-SOFTTOKEN	Cerner Soft Token	B100013	Oracle Health Workflow Authentication Soft Token - Users Product
1-6OCUX9B	ASP/SCS	CTP-CERN-WORKAUTHC	Cerner Workflow Authentication	B100000	Oracle Health Workflow Authentication License Subscription - Users Product
1-6OCUX9B	ASP/SCS	PS-23040-ASP	Charge Assist with Cerner .AI	B102940	Charge Assist with Cerner AI - Note Product

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1-6OCUX9B	ASP/SCS	EDM-10000	Document Management	B100131	Document Management
1-6OCUX9B	ASP/SCS	PY-27800C	HealtheLife	B100331	Oracle Health Patient Portal (Up to Quantity) - Admissions and Outpatient Visits
1-6OCUX9B	ASP/SCS	HP-10115C	HealtheRegistries	B100155	Oracle Population Health Management - Contracted Member
1-6OCUX9B	ASP/SCS	PY-27577C	Immunization Registry Query	B100325	Oracle Health Immunization Registry Query - Immunization Registry Product
1-6OCUX9B	IP Support	CTM-IATK-SMALL	Monthly Support for Instant Access Toolkit	L118213	Oracle Health Instant Access (1-249 beds) - Production Environment Perpetual
1-6OCUX9B	ASP/SCS	PY-27900C	Orders and Results	B100088	Orders and Results
1-6OCUX9B	ASP/SCS	PY-27901C	Orders and Results Platform	B100087	Oracle Health Orders and Results Platform - Domain
1-6OCUX9B	ASP/SCS	P2S-SEC-SRV	P2Sentinel Security as a Service	B100072	Oracle Health Privacy Analytics - Gigabyte Per Day
1-6OCUX9B	ASP/SCS	CT-ESIG	Patient eSignature	B100081	Oracle Health Patient Electronic Signature - Forms
1-6OCUX9B	ASP/SCS	PA-21007-PKG	Reference Lab Network – Non Partner Connection	B102922	Reference Lab Network - Partner Connection - Each Product
1-6OCUX9B	ASP/SCS	PA-21002-PKG	Reference Lab Network – Partner Connection	B102920	Reference Lab Network - Non Partner Connection - Each Product
1-6OCUX9B	ASP/SCS	KS-27200C	Syndromic Surveillance and Electronic Lab Results	B100104	Oracle Health Syndromic Surveillance and eLab Results - Client
1-6OCUX9B	IP Support	CA-22346	Advanced Care Documentation	L118262	Advanced Care Documentation - Admissions and Outpatient Visits Perpetual
1-6OCUX9B	IP Support	PA-20080	Anatomic Pathology	L118348	Oracle Health Anatomic Pathology - Anatomic Pathology Procedures Perpetual
1-6OCUX9B	IP Support	SU-20320A	Anesthesia Management	L112648	Anesthesia Management SU-20320A - Surgical Operations Perpetual
1-6OCUX9B	IP Support	PA-20090	Blood Bank Transfusion	L118351	Oracle Health Blood Bank - Blood Bank Transfusion Procedure Perpetual
1-6OCUX9B	IP Support	IW-20100A	CareAware Critical Care	L118298	Oracle Health Critical Care - ICU Bed Perpetual
1-6OCUX9B	IP Support	CA-22700	CareCompass	L118264	CareCompass - Bed Perpetual
1-6OCUX9B	IP Support	PA-22247	Cassette Labeler Interface	L118360	Cassette Labeler Interface (Uni-Directional) without NiceLabel - Device Perpetual
1-6OCUX9B	IP Support	RC-20150	Cerner Acute Case Mgmt	L118398	Oracle Health Acute Case Management - Full Time Equivalents Perpetual
1-6OCUX9B	IP Support	MR-20400	Cerner Health Information Management	L118340	Oracle Health HIM - Full Time Equivalents Perpetual
1-6OCUX9B	ASP/SCS	PY-35100C	Cerner Ignite APIs for Millennium with Bulk Data Access	B100123	Oracle Health FHIR APIs with Bulk Data Access (Up To Quantity) - Patients
1-6OCUX9B	IP Support	PF-20450	Cerner Patient Accounting	L118374	Cerner Patient Accounting - Full Time Equivalents Perpetual
1-6OCUX9B	IP Support	PV-20245	Cerner Revenue Cycle Ambulatory	L112241	Cerner Revenue Cycle Ambulatory - Providers Perpetual

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1-6OCUX9B	IP Support	PS-20570	Clinical Data Repository	L118383	Clinical Data Repository - Admissions and Outpatient Visits Perpetual
1-6OCUX9B	IP Support	SU-25202	Departmental Clinical Inventory Management	L118252	Departmental Clinical Inventory Management - Surgical Operations Perpetual
1-6OCUX9B	IP Support	PH-25202	Departmental Clinical Inventory MGMT for Pharmacy	L118249	Departmental Clinical Inventory Management for Pharmacy - Admissions and Outpatient Visits Perpetual
1-6OCUX9B	IP Support	CP-20755	Discharge/Transfer Management	L118282	Discharge Transfer Management - Full Time Equivalents Perpetual
1-6OCUX9B	IP Support	CV-22520	ECG Management	L118293	ECG Management - License - ECG Procedures Perpetual
1-6OCUX9B	IP Support	ER-20280A	Emergency Department Care Management	L118296	Emergency Department Care Management - ED Visits Perpetual
1-6OCUX9B	IP Support	ER-20275	Emergency Department Triage and Tracking	L118295	Emergency Department Triage and Tracking - ED Visits Perpetual
1-6OCUX9B	IP Support	MM-40100	Multimedia Management and Archival	B100055	Multimedia Management and Archival - Annual Gigabytes
1-6OCUX9B	IP Support	CP-20746	Enterprise Master Person Index	L118280	Oracle Health Enterprise Master Person Index - Full Time Equivalents Perpetual
1-6OCUX9B	IP Support	WH-20100	FetaLink	L119157	FetaLink - Births Perpetual
1-6OCUX9B	IP Support	PA-20070	General Laboratory	L118344	Oracle Health General Laboratory - General Lab Procedure Perpetual
1-6OCUX9B	IP Support	IC-20380	INet Critical Care	L118298	Oracle Health Critical Care - ICU Bed Perpetual
1-6OCUX9B	IP Support	LH-20115	Infection Control	L118338	Oracle Health Infection Control - Admissions Perpetual
1-6OCUX9B	IP Support	PH-20160	Inpatient Pharmacy	L118375	Oracle Health Inpatient Pharmacy - Admissions and Outpatient Visits Perpetual
1-6OCUX9B	IP Support	RA-22265	Mammography Management	L118395	Oracle Health Radiology Information System - Mammography Management - Radiology Procedure Perpetual
1-6OCUX9B	IP Support	PS-22732	Medication Administration Record	L123141	Medication Administration Record - Bed Perpetual
1-6OCUX9B	IP Support	PA-20075	Microbiology	L118345	Oracle Health Microbiology - Microbiology Procedure Perpetual
1-6OCUX9B	ASP/SCS	PS-22785C-I	Mobility Extension for Physician (client hosted)	B100179	Oracle Health EHR Physician Mobility (client hosted) - User
1-6OCUX9B	IP Support	PA-22205	Outreach Service	L118356	Outreach Service - Total Lab Procedures Perpetual
1-6OCUX9B	IP Support	IF-29665-S2	PC Encoder Interface	L118333	PC Encoder Interface - Device Perpetual
1-6OCUX9B	IP Support	WH-10220A	PC Maternity - Ambulatory	L118428	Oracle Health Maternity for Ambulatory - Provider Perpetual
1-6OCUX9B	Subscription	KS-26950	Executable Knowledge Foundation	B100486	Executable Knowledge Foundation - Admissions
1-6OCUX9B	IP Support	PS-22756	Perioperative Communication Handoff	L123273	Perioperative Communication Handoff (PS-22756) - Each Perpetual
1-6OCUX9B	IP Support	SU-22463	Perioperative Nursing Care Management	L118417	Perioperative Nursing Care Management - Surgical Operations Perpetual

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1-6OCUX9B	IP Support	SU-22441	Perioperative Tracking	L118416	Perioperative Tracking - Surgical Operations Perpetual
1-6OCUX9B	IP Support	PS-22481	Physician Documentation	L118385	Physician Documentation - Admissions and Outpatient Visits Perpetual
1-6OCUX9B	IP Support	PH-22780	Point of Care Medication Administration	L123138	Point of Care Medication Administration - Bed Perpetual
1-6OCUX9B	IP Support	PH-22790	Point of Care Specimen Collections	L123139	Point of Care Specimen Collections - Bed Perpetual
1-6OCUX9B	IP Support	PO-20202	Point of Use	L123140	Point of Use - Bed Perpetual
1-6OCUX9B	IP Support	PV-20230	PowerChart Ambulatory	L118388	PowerChart Ambulatory - Provider Perpetual
1-6OCUX9B	IP Support	WH-10410	PowerChart Maternity Acute	L118431	Oracle Health Maternity for Acute - Births Perpetual
1-6OCUX9B	IP Support	ON-30300	PowerChart Oncology	L118342	Oracle Health Oncology - Oncology Provider Perpetual
1-6OCUX9B	IP Support	PI-20611	PowerInsight Explorer	L118380	Oracle Health Privacy Analytics - Gigabyte Per Day
1-6OCUX9B	Subscription	KS-26825	PowerNote Acute Care	B100480	PowerNote Acute Care
1-6OCUX9B	IP Support	PS-20576	PowerOrders	L118384	PowerOrders - Admissions and Outpatient Visits Perpetual
1-6OCUX9B	IP Support	CA-20344	PowerPlan	L118261	PowerPlan - Admissions and Outpatient Visits Perpetual
1-6OCUX9B	IP Support	RA-20135	Radiology Management	L118391	Oracle Health Radiology Information System - Radiology Procedure Perpetual
1-6OCUX9B	IP Support	CP-20735	Registration Management	L118278	Oracle Health Registration Management - Full Time Equivalents Perpetual
1-6OCUX9B	IP Support	CP-20740	Scheduling Management	L118279	Oracle Health Scheduling Management - Full Time Equivalents Perpetual
1-6OCUX9B	IP Support	PA-22252	Slide Labeler Interface	L118363	Slide Labeler Interface (Uni-Directional) without NiceLabel - Device Perpetual
1-6OCUX9B	IP Support	CTP-OLY-ALERT-LIC2	SUP:Olympus Enterprise License for Level 2 clients	L118225	Olympus with Alerting for CAMM Clients - Production Environment Perpetual
1-6OCUX9B	IP Support	CTP-T1-724-DTV	SUPT: T1 724Access - License DTVviewer Only	L118206	Oracle Health 724Access Downtime Viewer, Tier 1 - Production Environment Perpetual
1-6OCUX9B	IP Support	SU-20310A	Surgical Management	L118407	Oracle Health Perioperative - Surgical Operations Perpetual
1-6OCUX9B	IP Support	PA-22246	Synoptic Reporting for Pathology	L118359	Synoptic Reporting for Pathology - Anatomic Pathology Procedures Perpetual
1-6OCUX9B	IP Support	RA-22266	Visual Desktop Integration (VDI)	L118397	Oracle Health Radiology Information System - Visual Desktop Integration License - Radiology Procedure Perpetual
1-6OCUX9B	Subscriptions	KS-26960	Amb Content for PowerNote	B100491	PowerNote Content for Ambulatory - Providers
1-6OCUX9B	Subscriptions	PA-22214	CAP SNOMED International (III) for Pathology	B100526	CAP SNOMED International for Pathology License - Facilities Perpetual
1-6OCUX9B	Subscriptions	MR-22150	Cerner Encoder/Grouper	B100508	Cerner Encoder,Grouper (License) - Full Time Equivalents (FTEs) Perpetual

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1-6OCUX9B	Subscriptions	MR-22154	Cerner Local Coverage Determination	B100512	Oracle Health Local Coverage Determination - Beds
1-6OCUX9B	Subscriptions	KS-26970	CMT Ambulatory	B105024	CMT Ambulatory
1-6OCUX9B	Subscriptions	KS-22091	CMT Enterprise-Wide	B100472	CMT Enterprise-Wide
1-6OCUX9B	Subscriptions	ER-22436	ED Coding Subscription	B100454	ED Coding License - Facilities Perpetual
1-6OCUX9B	Subscriptions	ER-22435	ED Physician Documentation Content Subscription	B100451	ED Physician Documentation Content License - ED Visits Perpetual
1-6OCUX9B	Subscriptions	KS-26904	Acute Rehabilitation	B100419	Oracle Health Inpatient Physical Rehabilitation - Admissions
1-6OCUX9B	Subscriptions	KS-26903	Outpatient Rehabilitation	B100418	Oracle Health Outpatient Physical Rehabilitation - Rehab Outpatient Visits
1-6OCUX9B	Subscriptions	KS-26950	Executable Knowledge Foundation	B100486	Executable Knowledge Foundation
1-6OCUX9B	Subscriptions	KS-26953	Executable Knowledge Foundation Ambulatory	B100489	Executable Knowledge Foundation Ambulatory
1-6OCUX9B	Subscriptions	WH-12101	ExitCare - Womens Health	B100535	ExitCare - Womens Health (License) - Facilities Perpetual
1-6OCUX9B	Subscriptions	LH-22600	Hospital Quality Reporting	B100504	Hospital Quality Reporting - Admissions Perpetual
1-6OCUX9B	Subscriptions	LH-20110	Infection Control Regulatory Reporting Content	B100497	Infection Control Regulatory Reporting Content License - Admissions Perpetual
1-6OCUX9B	Subscriptions	KS-22201	Krames - HealthSheets - Inpatient	B101273	Krames - HealthSheets - Inpatient - License - Admissions Perpetual
1-6OCUX9B	Subscriptions	KS-22202	Krames - HealthSheets - Physician Office	B101274	Krames - HealthSheets - Physician Office (License) - Physicians Perpetual
1-6OCUX9B	Subscriptions	ER-22190	Krames ExitWriter ED	B101265	Krames ExitWriter ED - ED Visits Perpetual
1-6OCUX9B	Subscriptions	LH-22600	Hospital Quality Reporting	B100504	Oracle Health Hospital Quality Reporting - Admissions
1-6OCUX9B	Subscriptions	KS-22001	MediSource Patient Specific (inclusive of MediSource Foundations)	B100458	MediSource Patient Specific (inclusive of MediSource Foundations)
1-6OCUX9B	Subscriptions	KS-26966	Multum Patient Specific for Ambulatory	B100493	Oracle Health Multum Drug Database Patient Specific (Ambulatory) - Providers
1-6OCUX9B	Subscriptions	LH-20145	Sepsis Management	B100424	Oracle Health Sepsis Management - Admissions
1-6OMVHPL	ASP/SCS	HP-10214C	Data Acquisition - All Other Data Sources	B100166	Oracle Health Data Acquisition - All Other Data Sources - Connection Product
1-6OMVHPL	ASP/SCS	HP-10200C	Data Acquisition - Claims/CCDA	B100164	Oracle Health Data Acquisition - Claims_CCDA - Connection Product
1-6OMVHPL	ASP/SCS	HP-10216C	Data Acquisition - EMR (Amb/Acute)	B100031	Oracle Health Data Acquisition - EMR (Ambulatory_Acute) - Connection Product
1-6OMVHPL	ASP/SCS	HP-10181C	HealtheAnalytics: Cost and Utilization	B100163	Oracle Population Health Analytics Cost and Utilization - Member Product
1-6OMVHPL	Subscriptions	HP-10141C	Cerner HealtheCare	B100159	Oracle Health Care Management - Member
1-6OMVHPL	Subscriptions	HP-22095	CPT Codes for HealtheIntent	B101607	CPT Codes for HealtheIntent - CPT User Per Release Product
1-21Q0H4L	SLSW	00111517-MNT	MNT: 1 concurrent station(ente	00111517-MNT	MNT: 1 concurrent station(ente

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1-21Q0H4L	SLSW	00117007-MNT	MNT: 5 concurrent stations(ent	00117007-MNT	MNT: 5 concurrent stations(ent
1-21Q0H4L	SLSW	00117007-MNT	MNT: 5 concurrent stations(ent	00117007-MNT	MNT: 5 concurrent stations(ent
1-21Q0H4L	SLSW	00117017-MNT	MNT: Image vol 5M/yr-Ent	00117017-MNT	MNT: Image vol 5M/yr-Ent
1-21Q0H4L	SLSW	00117021-MNT	MNT: Image vol 600K/yr-Ent	00117021-MNT	MNT: Image vol 600K/yr-Ent
1-2VTG0CF	SLSW	00137375	Production SNS for vCenter Ser	00137375	Production SNS for vCenter Ser
1-333PTFN	SLSW	00111728	Prem Supt for OneSign FastPass	00111728	Prem Supt for OneSign FastPass
1-333PTFN	SLSW	00063661	Premium Support for OneSign SS	00063661	Premium Support for OneSign SS
1-333PTFN	SLSW	00112653	Premium Support for OneSign SS	00112653	Premium Support for OneSign SS
1-33EAVN6	SLSW	144724	Alaris Connectivity Service - Infusion Status Mainten	144724	Alaris Connectivity Service - Infusion Status Mainten
1-33EAVN6	SLSW	00144722	Alaris Connectivity Services - PrePopulation of Infusi	00144722	Alaris Connectivity Services - PrePopulation of Infusi
1-33EAVN6	SLSW	00145101	Software Management Services (SMS) - Level 3	00145101	Software Management Services (SMS) - Level 3
1-3A8QK3B	SLSW	00023318-MNT	MNT: Oracle ASFU Processor Lic	00023318-MNT	MNT: Oracle ASFU Processor Lic
1-3DCL5LB	SLSW	00117007-MNT	MNT: 5 concurrent stations(ent	00117007-MNT	MNT: 5 concurrent stations(ent
OPT-0243884	ASP/SCS	HP-10148C	HealtheEDW	B100079	Oracle Health Analytics Warehouse (Net Patient Revenue) (Up to Quantity) - Net Patient Revenue (\$M)
OPT-0243884	ASP/SCS	HP-10158C	HealtheEDW Advanced	B100092	Oracle Health Analytics Warehouse Advanced (Up to Quantity) - Net Patient Revenue (\$M)
OPT-0300459	ASP/SCS	CI-400500	CareAware iBus for Laboratory Medical Device Integration	B100042	Oracle Health Laboratory Medical Device Integration - Device
OPT-0302076	ASP/SCS	ECR-00001	Electronic Case Reporting	B100111	Oracle Health Electronic Case Reporting - Providers
OPT-0344333	Subscriptions	PV-22115	Eligible Provider Quality Reporting	B100528	Eligible Provider Quality Reporting - Physicians
OPT-0291549	ASP/SCS	PY-10321C	Consumer Notifications	B100093	Consumer Notifications (Up to Quantity) - Admissions and Outpatient Visits
OPT-0291549	ASP/SCS	PY-10322C	Unified Consumer Communications	B100094	Unified Consumer Communication s (Up to Quantity) - Admissions and Outpatient Visits
OPT-0291549	ASP/SCS	PY-122821	Appointment Reminders	B100117	Oracle Health Appointment Reminders (Up to Quantity) - Admissions and Outpatient Visits

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