Statement of Work

General Specifications
The following is required for all systems included in Vendor's response and covered by Vendor's quoted price.

A. Vendor must provide turnkey implementation of the system including:

    1) Site planning, performed by an experienced Vendor workflow specialist, who will work on-site with pharmacy management prior to installation of the system to arrive at a precise layout and workflow plan.

    2) Development, testing and demonstration of all specified interfaces to other software systems prior to installation.

    3) Installation by experienced Vendor personnel who will remain at the site until the system is fully installed and operational.

    4) Training by experienced Vendor personnel, commencing immediately upon installation.

B. Vendor must provide toll free telephone access to a Vendor-operated help desk 24X7X365.

C. Vendor must provide automated updates of all software, including third party software, required to operate the system.

D. Vendor must provide an all-inclusive support contract for the following:

    1) Software updates or upgrades required to maintain specified system functionality.

    2) Maintenance parts.

    3) On-site service, including out-of-pocket travel and other expenses.

Pharmacy Services Portal
An interactive patient traffic management /queueing system that integrates with ScriptPro's workflow system is required. Patients identify themselves at a kiosk which then displays the prescriptions to be filled and the possible filling locations within the health system. The system must be capable of displaying current wait times at the filling locations updated at least every five minutes. The system must be capable of classifying the patient according to a user-defined classification scheme (such a discharge patient, active duty in uniform, etc.) and the classification shall be available for use in the pharmacy workflow system to prioritize filling and direct patients to specific user-defined services.

Once the patient has chosen the pharmacy where his/her prescriptions are to be filled, the system shall transmit the information to the pharmacy so the filling can be properly prioritized and executed. The patient shall receive a ticket from the kiosk which can be scanned at a kiosk

within the pharmacy when the patient arrives to pick up the prescriptions. Upon scanning the ticket, the pharmacy workflow system shall show on the integrated workflow screens that the patient has arrived at the pharmacy. Once the patient has arrived and the workflow system has determined that all prescriptions have been filled, verified, and are ready to be dispensed, the system shall provide screens visible to the waiting patients that are able to display that the prescriptions are ready to be picked up at the appropriate window and shall be able to audibly call the patient up to the window.

The system shall track and report valid patient wait times based on times actually spent waiting by the patient. The system shall provide a comprehensive dashboard for pharmacy operations and management personnel to view or access in order to monitor performance of the pharmacy. The system shall allow specific services to be defined and color-coded by the user, and allow the user to set service level targets for each defined service. The dashboard shall display current performance vs. color-coded target service levels on a real time basis.