
STATEMENT OF WORK
KANSAS COVID-19 CONTACT TRACING – CONTACT TRACER CRM SOLUTION

1. Section A: Overview

This Statement of Work (the “SOW”) is entered into as of June 3, 2020 (the “Effective Date”) and is issued pursuant to and governed by the terms of the On Call Master Services Agreement for emergency procurements, dated May 31, 2020, as amended, (the “Agreement”) State of Kansas (“Kansas” or “KS” or “Client”) and Accenture LLP (“Accenture” or “Vendor”). All capitalized terms used in this SOW which are undefined shall have the meanings set forth in the MSA. In the event of a conflict between this SOW and the Agreement, this SOW shall prevail.

As part of a larger State-coordinated campaign for COVID-19 containment and mitigation, Accenture has been asked by the State of Kansas to submit a proposal for immediate implementation followed by iterative development of a Contact Tracing solution built in Salesforce. The goal of the project is to expedite the finding and testing of all COVID-19 exposed contacts in the community.

Definitions

The terms used in this SOW, unless defined in this statement of work or in an amendment made hereto, shall have the meaning ascribed to them in the other documents that constitute the Agreement between the parties.

- **State of Kansas (State)** refers to the government of the State of Kansas.
- **KDHE** refers to the Kansas Department of Health and Environment promotes health and wellness while protecting the safety of residents, visitors and those doing business in the State.
- **Accenture Delivery Methodology for Agile Development (ADM)** means a continually refined approach used globally by Accenture
- **Project** refers to the initiative that is the topic of this SOW, which describes the scope, tasks, activities, work products, and deliverables that are part of the State’s effort to reduce the rate of infection of COVID-19.
- **Services** means the services to be provided by Accenture to the State under this Agreement.
- **Task** means a material activity engaged in by Accenture for the purpose of fulfilling its obligations to the State under the terms of the Agreement, which may or may not result in the creation of a Work Product or Deliverable.
- **Work Product** means any written work that Accenture delivers for the purposes of fulfilling its obligations to the State under the terms of the Agreement.

Contracting Officer

The State and Accenture each assign the below primary point of contact with respect to this SOW. It is anticipated that the contact person will not change during the Term of this Agreement. In the event that a change is necessary, the party requesting the change will provide prompt written notice to the other. In the event a change occurs because of a non-emergency, two-week written notice is required. For a change resulting from an emergency, prompt notice is required.

Contracts will be entered into and signed on behalf of the State only by contracting officers. The contact information for the Contracting Officer is:

NAME: Sheri Tubach

TITLE: Deputy State Epidemiologist

ADDRESS: Curtis State Office Building, 1000 SW Jackson, Topeka, Kansas 66612

PHONE/EMAIL: (785) 296-6215 / sheri.tubach@ks.gov

Accenture Client Account Leader:

NAME: Jamie Wills

TITLE: Managing Director

ADDRESS: 7300 W. 110th Street, Suite 850, Overland Park, KS 66210

PHONE/Email: 512-732-5996 / Jamie.Wills@accenture.com

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2. Our Understanding

With the global COVID-19 pandemic, we are all operating in unprecedented times. On March 12th, 2020 Governor Laura Kelly issued an emergency proclamation for the State of Kansas in response to COVID-19. As a result of such proclamation, the State has been authorized to procure emergency services to help support public health initiatives in response to COVID-19.

Kansas Department of Health and Environment (KDHE) is seeking a trusted partner to implement a comprehensive disease investigation/contact tracing solution which will be used by 400+ contact tracers, team leads, and program managers. Information, analysis, and reporting from this effort and contact tracing solution will inform other Kansas strategies to reduce infections and care for the infected. The solution is anticipated to ramp up in size and capability, the latter with appropriate security, integration with the EpiTrax, KDHE's public health system and other mission-critical IT systems, and standardized reporting capability.

3. Technical Approach / Methodology

Using an agile approach Accenture will configure the initial solution and related processes. We are proposing a 12-month engagement with Kansas to implement the Accenture Contact Tracing Solution in the first two weeks and provide support and enhancing the solution starting in the third week of the engagement.

Solution Overview and Benefits:

Accenture's Contact Tracing Solution was built with a focus on user (Tracers, Investigators etc.) centered design as an accelerator for rapid initial stand-up of the Contact Center & CRM. This will allow the State of Kansas to build upon an already proven and effective solution, delivering a Contact Center & CRM with the following functionality:

- Telephony leveraging KDHE's existing Amazon Connect:
 - Integrated telephony & auto-dial capabilities
 - Multi-mode communication capabilities and mobility
 - Call Monitoring and SMS communication support for follow ups during isolation and quarantine
 - Bi-directional integrated telephone and SMS capabilities and multi-modal communications.

- CRM application leveraging Salesforce:
 - Configurable Call Scripts and Guided flows for Positive Outreach and Contact Outreach
 - Case Investigator and Contact Tracer scripts for positive outreach and contact outreach
 - Location and business-based tracing
 - Role based permissions and ability to segment visibility and queues based local health jurisdiction requirements, geography, language, and other data attributes
 - Configurable case routing protocols
 - Predefined email templates & attachments
 - Home Assessment Case Management
 - Household Relationships
 - Business and Person Accounts
 - Case and Contact Management
 - Case Ownership, Status and Closure
 - Case Queues (positive outreach and contact outreach)
 - Home Assessment call script and case management
 - Outbound Call Routing
 - Profiles (Investigator, Contact Tracer, Resource Coordinator, Contact Center Supervisor)
 - Standard Salesforce Reports and Dashboards
 - File based (initially) and real-time integration ingested into Salesforce to process lab results into Accounts & Cases
 - File based (initially) and real-time integration generated out of Salesforce and delivered to a SFTP site for Data and Analytics Platform consumption
 - Provisioning access of solution and training of contact tracing staff on use of the Contact Tracing Solution
 - Testing to confirm compliance with confidentiality and security protocol(s)

High-Level Timeline and initial Implementation Plan (first 3 weeks):

- Week 1-2: By the end of week 2, the solution will be deployed to production. This is termed as ‘Release 1’. The timeline and implementation plan for Release 1 is included below.
- Week 3: Focused on production defect fix and training delivery.
- Week 4-12: Agile incremental enhancements and post-production support/maintenance

Task	Week 1							Week 2							Week 3				
	M	T	W	TH	FR	S	S	M	T	W	TH	FR	S	S	M	T	W	TH	FR
District of Columbia Project																			
Kick Off Meeting	█	█																	
Confirm Project Plan	█	█																	
Demo the SF Contact Tracing Quick Starter	█	█																	
Confirm AWS and Salesforce licenses	█	█																	
Setup access to Dev, SIT, UAT	█	█																	
Install / Deploy v1.0 package to Dev SBX		█	█																
Setup DevOps Copado Pipeline		█	█																
Define and configure access and visibility rules		█	█																
Document & groom user stories	█	█																	
Estimate stories & translate into technical tasks	█	█																	
Define data model, data dictionary	█	█																	
Mapping fields to enterprise systems		█	█	█															
Case Call Script Set Up		█	█	█	█														
Configure Amazon Connect / CTI	█	█	█	█	█														
Amazon Connect build activities								█											
Build Person Accounts, Case Integration									█										
Create Test Scripts																			
Deploy R1 to SIT Env																			
SIT																			
Create Change Plan	█	█	█	█	█														
Create & Deliver Communications	█	█	█	█	█														
Training Environment Approach and Data setup	█	█	█	█	█														
Training Content Creation	█	█	█	█	█														
Training Delivery & Support	█	█	█	█	█														
Onboard End-users																			
Deploy R1 to UAT Env																			
Demo R1 functionality to PO and UAT testers																			
UAT																			
Develop deployment plan																			
Deploy R1 to PROD																			
Smoke Testing in PROD																			
Production Defect Fix (L2 and L3)																			

Release 1 will comprise of our core Tracing Solution. This will enable a quick agile rollout of the Contact Center, Salesforce CRM, and the capabilities necessary to begin call tracing in the State of Kansas

Our implementation methodology follows our Agile Accenture Delivery Methodology. Our work activities are contained within one sprint. In the sprint, we will conduct review sessions to review the User Stories with the associated Business Owner (Product Owner). Sessions will include any additional resources identified by the Business Owner required to support User Story validation. These discussions will confirm the following:

- The User Story details, and associated Acceptance Criteria accurately captures the intent of the solution for the Business
- Any dependencies, issues, or risks associated with the development of the User Story are communicated and understood – and escalated to Project Management as necessary
- Any exceptions or outstanding aspects to the solution are understood and logged

Once the details of each User Story have been confirmed by the Business Owner, Accenture will provide a product demonstration session where out of the box (OOTB) functionality and/or simple configurations can be presented to validate the solution.

4. Amendments / Responsibilities / Assumptions

Amendments

This Agreement may be amended prior to the end of the Term by the mutual agreement of the Parties. The Project Manager who would like to request a change in scope for this engagement or any other terms contained within the Agreement will provide the suggested amendment in writing to the other party’s Project Manager. The Project Managers will jointly determine whether the change impacts any terms contained within the Agreement. The parties may mutually agree to the change through a written amendment to this Agreement.

State Responsibilities and Assumptions

The State understands Accenture's performance is dependent on the State's timely and complete performance of those tasks and responsibilities specified in this SOW ("State Responsibilities"). In addition, the State understands Accenture agreed to perform the Services based on those assumptions listed below (the "Assumptions"). Accenture will be entitled to compensation on a time and materials basis for any additional fees and/or expenses incurred as a result of a delay or failure by the State to timely perform the State Responsibilities or an incorrect Assumption. Accenture will have no liability with respect to its inability to perform the Services to the extent caused by the State's failure or delay to perform a State Responsibility or an incorrect Assumption. In addition to any other responsibilities or duties described in this SOW, set forth below are the State Responsibilities and Assumptions for the Project.

State's Responsibilities

- Client shall provide in a timely manner all information (including requirements), documentation, input, decisions and signoffs (including of designs, specifications and software releases) reasonably required by Accenture to perform its Services.
- Client will manage the interface between Accenture and the day to day operations of the Client's organization including key stakeholders.
- The Project requires Accenture and other organizations to work as one integrated team to drive to a common objective; however, Client will have primary responsibility for inputs of client contractors and other involved organizations and for confirming that they provide Accenture with necessary access to their plans, status, and project reports.
- Client will ensure approvals, management input, management review, responses to issues, change requests and escalated matters are provided by the appropriate Client representatives in a timely manner.
- Client will ensure that the Client contractors and Client personnel including those at other State organizations provide support, inputs, and resources as and when required, all in a timely manner so as not to impact the Project progress.
- Client will ensure that Client contractors cooperate with and take necessary instruction from Accenture.
- Client will provide accurate and complete information as to the Client's business which may be relevant or necessary for Accenture to perform the Project related Services.
- Client will cooperate with Client contractors to facilitate the success of the Project.
- Client will provide and manage any Client personnel (e.g., financial, design authority and business subject matter experts, key business and technical resources) as reasonably required for the effective and efficient delivery of the Project. Significant access to such resources is critical to the success of the Project and is required to enable Accenture to complete its Services.
- Client will provide any Client personnel for attendance at any reasonable governance forums as required by Accenture and Client contractors.
- Client will provide access for Accenture to Client's Project users, as mutually agreed by the parties, to allow requirements grooming and prioritization, specification development, the undertaking of acceptance procedures, and implementation for the effective and efficient delivery of the Project.
- Client will consider in good faith, the selection, modification or termination recommendations provided by Accenture regarding any Client contractor with respect to the performance and cost benefit of Client contractor services to Client.
- Unless otherwise set forth in this SOW as an Accenture responsibility, the State will procure licenses for the third-party products including any software products necessary for Accenture to provide the Services.
- Client responsible for its operation and use of the Services and for determining whether to use or refrain from using any recommendation that may be made by Accenture. The State will be solely responsible for determining whether any Services provided by Accenture (i) meet State requirements; (ii) comply with all laws and regulations applicable to the State; and (iii) comply with the State's applicable internal guidelines and any other agreements it has with third parties.

- Client retains full responsibility for (i) ensuring that Client's security policies comply with all applicable laws and standards and comply with Client's applicable internal guidelines; and (ii) reviewing and updating Client's security policies to reflect technological developments.
- Client confirms that this Agreement was properly authorized under applicable State procurement laws and regulations.

Assumptions

Accenture is working under the authority of the State of Kansas and the State will be responsible for its compliance with the State's directive's regarding applicable laws and regulations, specifically, how and when it collects and maintains any personal data or PHI (including compliance with applicable privacy/security laws and regulations – State and Federal).

- With respect to the collection and reporting of data, the parties will work together to define the specific scope of any analytics/reporting services. Accenture's scope shall exclude the collection of any data via mobile phones or other devices.
- The parties will work together in good faith to determine if general data can be obtained, through legally permissible means and in compliance with applicable privacy policies, to help identify open or closed health facilities, stores and/or businesses.
- Accenture's Services will be delivered using the Accenture Delivery Methodology for Agile Development.
- Client and Client subcontractors working on the Project will be sufficiently skilled to participate in and support the approach deployed by Accenture. While Accenture recognizes that Project team members may need to be brought up to speed on the approach, Accenture will not need to provide training on the agile methodology to Client resources across the broader Client business and IT community. Any training or additional effort required to address any differences in approach or deficiencies in this regard will be subject to additional charges.
- If, after the Project has started, it is determined that the information provided by the State is inaccurate or incomplete in any material manner, the parties will negotiate an adjustment in the project scope and fees, as applicable, per the change process set forth above.
- Client will be responsible for satisfying all IT hardware requirements and infrastructure requirements. This includes (but is not limited to):
 - Access to Client business systems including email, SharePoint, Microsoft Teams;
 - Access to Client technology systems, including development, test and pre-production platforms, including the permissions to perform software deployments;
 - Development, test, pre-production and production environments on which the system components will be developed and tested; and
 - Tools required to manage all environments and solution components.
 - If data in the Client's legacy systems is found to be corrupt and causes otherwise valid test cases to fail, Client will be responsible for the cleansing of the data or acceptance that the Project will proceed in any event. Accenture will highlight to Client in a timely manner any key data issues identified during testing.
 - Client will manage all business-as-usual work.
- Business-as-usual updates to the platforms being developed by the Project will not adversely impact or lead to rework on the Project. Where there is a potential impact, Accenture will use its reasonable efforts to limit the impact but where there is an adverse impact, this will be chargeable.
- Client operational support teams will not unreasonably delay or refuse to accept the Project on the basis of factors that are outside Accenture's control, for example where design decisions impact the supportability of the platform.
- During the contract term Accenture will have exclusive access to the code base and only defect resolution changes made by the Accenture will be deployed into the production environment.
- Client has obtained all consents necessary from third parties reasonably required for Accenture to perform its obligations hereunder, and Client shall be responsible for the contractual relationship with and performance of such third parties as required.
- Client will be responsible for ensuring that consent is obtained from individuals to share any data with Accenture and for its use in connection with this Project.
- Accenture accepts no responsibility for the accuracy of any data provided in connection with this Project nor will it verify the accuracy of such data. Accenture will aggregate and map data but will not change the data in

this file in any way, provided that Accenture will aggregate and/or anonymize the data if specifically provided for in this SOW.

- The State will not require Accenture to use any third-party data set.
- Any Personal Data will be maintained on Client systems. Some Personal Data may be accessed by Accenture to create mutually agreed upon reports.
- Services will be performed remotely, and Accenture resources shall adhere to the “Remote Work Protocols”, as documented in Exhibit 1.
- Accenture’s scope of services excludes the following:
 - Predictive elements; if Client requests such a scope, the parties will work together in good faith to address such request through the change process.
 - Security services, including, but not limited to, managed security services, cyber defense services, or any monitoring, scanning, testing assessments or remediations for security vulnerabilities in Client’s environments,
 - Any legal, regulatory, audit, medical, insurance or tax advice. Client will be responsible for obtaining such advice from its own legal counsel or other licensed professionals.

Technical Assumptions

ASSUMPTION	ASSUMPTION DETAILS
Packaged Codebase	First product iteration will utilize core codebase. Solution will be implemented as-is outside of expected configurations to localize the software and to accommodate data load.
Development	Enhancements of the core codebase will be focused on: <ul style="list-style-type: none"> • Configurations, such as picklist values, user views, field updates or additions, layout changes • Updating call script verbiage • Must-have exception-based validation or workflow rules to govern contact tracing or local security policies • No custom code assumed; for object-level changes, up to 25 field-level changes, 3-4 validation rules and 1-2 layouts have been assumed • All localizations will be handled and governed by a capacity-based approach; with prioritization handled during backlog grooming
	Focused on localizing core codebase with not major data model or codebase changes to accommodate net new processes. As identified, net new processes will be assessed, prioritized and planned against timeline and staffing
	Solution is focused on desktop in 1 st release. Mobile-responsive and community features will be explored during Week 1 design and planned accordingly for future release(s).
Telephony Integration	Amazon Connect & CTI will be enabled for Telephony; Amazon Web Services Commercial Cloud will be used for AWS Connect Contact Center services, which are SOC 1,2&3 and HIPPA (BAA) compliant. Accenture will leverage the existing KDHE AWS instance, to enable services such as Amazon Connect, AWS Lex, Lambda, AWS Athena, S3 Storage etc.
Licensing	The State is contracting with Accenture for the following: Salesforce Health Cloud, Service Cloud, Government Cloud, Shield, Knowledge, Communities. Copado for DevOps, which shall be provided “as is”. Accenture shall pass through any warranties provided by such software providers. Licensure shall be subject to the terms set forth in Exhibit 2 to this SOW.
Data	The State is responsible for data extraction from source system(s), including cleansing and transformation. Accenture will provide support for mapping analysis and recommended format needed to load data into Salesforce. For Release 1, the State will initially provide CSV file in one common format for uploading to Salesforce and Accenture will load the data into Salesforce. File will be uploaded on a nightly batch process. After Release 1, Accenture will work with the State to have an integrated real time/near-real time solution between EpiTrax and Salesforce.

ASSUMPTION	ASSUMPTION DETAILS
Security	<p>Plan and manage the security architecture, design and enablement of features:</p> <ul style="list-style-type: none"> • Encryption of PII / PHI data through application security • Enablement of remote secure access for users (using Palo Alto Secure Access Service) • Salesforce Gov Cloud based SaaS will provide the Network and Infrastructure security • AWS Connect cloud platform will enable the cloud security controls • IAM Service will leverage Salesforce native capabilities based Single-Sign-On or State provided IAM service • Accenture's Managed Detection & Response (MDR) will be leveraged for Incident Management • Network and Infrastructure Penetration Testing will be out of scope. Scope includes vulnerability testing • The State will manage the Security compliance activities for any regulatory compliance • All export capability from the systems/platforms will be disable on unmanaged devices
User Acceptance Test (UAT)	The State is responsible for User Acceptance Testing (UAT) activities and execution and Accenture will provide bug-fix support and management.
Change & Adoption	Training is considered in-scope. This includes training strategy, planning and execution via train-the-trainer model. Accenture will develop and deliver project communications, non-HR job-skilling training material.
	Onboarding will be coordinated in collaboration with the State with support from Accenture to plan and coordinate onboarding requirements and sequence.
	The State will provide business resources to provide approvals and act as point of escalation for any change, training or adoption metrics not being met
	Number of training sessions will be coordinated along with the onboarding plan and overall release planning.
General	State will procure hardware and software necessary to meet project timelines
	State will provide the right people and will provide timely approvals and sign-off
	State will coordinate and help schedule meetings with all necessary team members to ensure timeline objectives are met
Reporting	Reports from Salesforce and AWS will be provided separately, using standard reports. Integration between these systems to create reports is not included within this scope.
DevOps	Copado will be deployed to manage development and deployment. Accenture has been using Copado as part of deployment and packaging and can replicate it at speed for the State. Any other DevOps solution will require additional setup time and can delay overall deployment.
Governance	The parties will work in collaboration to put an effective project governance in place, with clear roles and responsibilities and agreed to turnaround for key decisions, risks and issues escalations so as to not compromise the Project schedule.
Operational Help Desk Support	Accenture will provide operational run support during the contract term, based on capacity. This will not include Tier 1 / Help Desk support. This team will be focused on maintenance, capacity-based enhancements and on-going release management

5. Task, Activities and Work Products

Vendor will work with the State to deploy a Contact Tracing solution using pre-built and tested Salesforce codebase to accelerate the timeline. Using the pre-built solution as a starting point, vendor will organize and engage in the immediate operational, design and technology workshops needed to confirm the baseline solution

and identify any gaps. Vendor uses a hybrid-agile, workshop approach, that is governed by a team of experience delivery leaders.

The first week of this project will be fast-paced, and packed full of important meetings. The objective of the first week will be to review the core Contact Tracing Accelerator provided by Accenture. Vendor will confirm the important workshops and decisions that need to happen during week one and beyond, and vendor will build plans that will guide configuration, change management, training, onboarding and deployment. In week one, the project will have an organized view of scope and objectives and will be able to confirm the timeline objectives for build and steady state. In addition, vendor will work the State to identify the first group of tracers that require enablement to come online to conduct their business via CRM.

The objective will be to stand-up contact center capabilities for your remote workforce telecommuting that support the complex workflow required to investigate, trace and manage active cases in your State. This includes a multi-channel approach with focus on quick setup of outbound dialing capabilities and focus on folding in channels beyond phone that are appropriate for the State. Together, vendor will build a backlog that appropriately addressing the needs of Kansas, including the pace at which a solution needs to be delivered.

Vendor Approach is characterized by speed and scale. Vendor will leverage solutions and experiences from other clients around the country and around the globe. Vendor will bring an agile approach that focuses on very fast configuration of the initial solution and related processes. Vendor anticipate being able to incorporate this speed to scale into the solution through the careful planning of scope in coordination with vendors resources that will allow us to start to scale into a lean operational state after seven weeks of build, test and deploy.

The following are some of the key tasks and activities the project team will complete in partnership with the State:

- On-going project management and project governance and rules of engagement across the project
- Base install of the Contact Tracing managed package and accelerator with KT of the overall build
- Planning, setup, and support of using Copado for DevOps
- Release management and coordination of releases
- Build review of the package, the features, and inventory of fields, scripts and capabilities
- Security discussions to confirm security design, architecture and scope of security services
- Design workshops and discussions to confirm workflows, supporting scripts, and capture gaps
- Change management and training workshops and discussions to build executable plans
- Execution and measurement of change plan, communications and training (including content creation)
- Project planning to confirm scope, capability roadmap, as well as sprint plans, timelines and backlog
- Coordination with State product owner(s) and decision-makers on UAT and deployment readiness
- Work with the product owner(s) on the State side to determine functionality deployed into production
- Coordination of help desk support for major bugs, errors and enhancement requests
- On-going coordination between State roadmap and Accenture's central build roadmap to inform capability roadmap and sprint plans for the State
- Coordination of project timeline from build to production, along with coordinated ramp-down of team a lean operational team that focuses on maintenance, capacity-based enhancements and release management
- Coordination of knowledge transfer sessions to get State teams more familiar with Salesforce and AWS

The following is a summary of the work product resulting from the tasks and activities outlined above:

- Base installation and configuration build-out of the Contact Tracing solution
- On-going project planning, capability roadmap, backlog management and project status
- Completion of build and final build-related documentation (by release)
- Completion of DevOps install and installation of version-control and deployment mechanisms
- Completion of Security architecture and execution of security services
- Completion of test and test results documentation (by release)
- Completion of any security-related documentation
- Develop Communications, Channel, and Messaging Strategy
- Creation of marketing materials
- Completion and execution of Change, Training and Onboarding (non-HR), including related documentation

Resources

Vendor agrees to provide foundational teams of resources for each workstream to complete the work described over the first two phases of work, May XX–July XX, in support of the Named Resources. The size of the foundational team will be flexible based on the bands of FTE equivalents (based on 40-hour work weeks) and will include, but is not limited, to the following roles:

- Project Manager
- Subject Matter Experts: Salesforce, Contact Centers, AWS, Project Governance, Marketing
- Salesforce: Technical Architect, Functional Lead, Test Lead, Apex Developers, DevOps Manager
- AWS: Product Owner, Amazon Connect Lead, Lambda Developer, AWS Developers, AWS Testers
- Change Management: Change Lead, Training Lead, Onboarding Lead, Training Analyst

Vendor will submit to the State Project Manager biweekly reports of actual workstream foundational team FTE equivalents working on assigned tasks. The State and Accenture acknowledge the need for project agility and flexible resource capacity commensurate with the evolving Covid-19 situation. Both parties agree that scaling up or down or redeploying resources across workstreams will better enable the State to align its costs to project needs. If Accenture believes that additional resources are required in a forthcoming bi-weekly period in a workstream or multiple workstreams, Accenture will notify the State and the State and Accenture will mutually agree on a Contract Modification for increased capacity.

6. Fees & Payment Terms

Accenture will provide the project team to collaborate with the State to implement, configure and evolve Kansas' Contact Tracer CRM Solution as described above on a fixed capacity basis. Accenture shall provide monthly invoices to the State Project Manager as outlined in the table below. The parties agree to a 12-month initial term. All payments under this Agreement shall be made in accordance with the invoicing and payment policies as described and referenced in the MSA.

MONTH	TOTAL
1	\$1,271,983
2	\$1,121,366
3	\$569,475
4	\$555,717
5	\$429,090
6	\$422,771
7	\$417,346
8	\$431,818
9	\$426,196
10	\$426,196
11	\$399,531
12	\$399,531
TOTAL	\$6,871,020

ACCEPTED AND AGREED

Accenture Signature:

Jamie Wills

C2E181A74913475...

Title:

Managing Director

Printed Name:

Jamie Wills

Date:

June 3, 2020

Client Signature:

Sheri Tubach

Title:

Deputy State Epidemiologist

Printed Name:

Sheri Tubach

Date:

6/5/2020

Exhibit 1

Remote Work Protocols

This Exhibit 1 sets out the remote work protocols to be followed by the Parties.

- **Workstations:** Accenture will implement controls for all workstations/laptops on Accenture provided devices that are used in connection with service delivery/receipt incorporating the following: Encrypted hard drive;
- Software agent that manages overall compliance of workstation and reports a minimum on a monthly basis to a central server;
- Patching process to ensure workstations are current on all required patches;
- Ability to prevent non-approved software from being installed (e.g., peer-to-peer software);
- Antivirus with a minimum weekly scan;
- Firewalls installed;
- Data Loss Prevention tool (subject to any legal requirements, e.g. Works Council); and
- Web filtering.

Access Control:

- Two factor authentication is enabled on Client and Accenture VPN;
- Client will promptly provision authentication credentials, including any additional requirements to support Client's two factor authentication;
- Client and Accenture will promptly deactivate authentication credentials where such credentials have not been used for a period of time (such period of non-use not to exceed six months);
- Client and Accenture will deactivate authentication credentials upon notification that access is no longer needed (e.g. employee termination, project reassignment, etc.) within two business days; and
- Client and Accenture to manage the access controls using the least privilege access protocols where applicable.

Connectivity:

- Where Accenture personnel connect to Accenture networks and infrastructure, Accenture is responsible for applying Accenture standard technical and organizational security controls to such Accenture-provided workstation/laptop and the Accenture environment.
- Where Accenture personnel are using Accenture or Client provided desktop and/or laptops and accessing the Client network, environments and systems, via VDI, Client is responsible for applying Client's standard technical and organizational security controls in respect of such network, environments and systems to the Client's network and environments.
- Accenture cannot confirm that the wireless network used by such Accenture personnel is protected with agreed upon security standards.

Physical Controls: Any contractual requirements to provide specific physical and environmental security controls at the Accenture personnel's work location when working remotely will not apply, including, but not limited to, the following:

- Secure bays;
- Presence of security guards to prevent unauthorized resources from accessing the work site;
- Use of CCTV to monitor access and the work environment;
- Use of cross-cut shredders to dispose of hard copy;
- Prohibition of cell phones and other cameras during work.

Client Standards: To the extent reasonably possible, Accenture personnel working remotely will continue to abide by the applicable Client policies and standards in performing the Services. Such policies govern and control within the Client’s systems and environments.

Exhibit 2
Carahsoft and Salesforce License Terms

Health Cloud - Unlimited Edition (Restricted Use) subscriptions ordered hereunder are Restricted Use Subscriptions, and shall be subject to the following restriction(s): Restricted Use Subscriptions shall only be used in support of Customer's COVID-19 Contact Tracing system. These restrictions shall be cumulative and shall apply to all Restricted Use Subscriptions purchased under this Order Form. Customer must strictly segregate all Restricted Use Subscriptions from any full-featured subscriptions it may hold by setting up and enforcing a unique profile in the Service associated with such Restricted Use Subscriptions. Customer understands that the above functionality limitations are contractual in nature (i.e., the functionality itself has not been disabled as a technical matter in the Service) and therefore agrees to strictly monitor its Users' use of such Restricted Use Subscriptions and enforce the applicable restrictions. Salesforce.com may audit Customer's use of Restricted Use Subscriptions at any time through the Service. Should any audit reveal any unauthorized use of Restricted Use Subscriptions, Customer agrees it will pay, within thirty (30) days of notice of the audit results, the difference between the contract price for Restricted Use Subscriptions and the list price for full subscriptions of the above-named product, for all of the Restricted Use Subscriptions showing unauthorized use (taken as a group), beginning with the date of the first violation through the end of the then current subscription term. Upon such payment, all such Restricted Use Subscriptions showing unauthorized use will be converted into full subscriptions for the remainder of the then current subscription term. For Services running on Force.com, Customer expressly agrees to Salesforce's use of the Salesforce Optimizer functionality (or any successor equivalent or comparable) to access and review data about Customer's usage for the sole purpose of auditing Customer's use of such Restricted Use Subscriptions. Upon the Order Start Date, in order for SFDC to run the Salesforce Optimizer, Customer shall enable the Salesforce Optimizer, as described in Documentation <http://bit.ly/optimizeroverview>, on the applicable Org where the Restricted Use Subscriptions are deployed. Should the Salesforce Optimizer functionality be made part of the Service at a future date without the need to enable this functionality or in the event the Customer has failed to enable this functionality, Customer agrees to Salesforce's use of the Salesforce Optimizer functionality embedded in the Service for the same purpose as described above.

The available products on the Salesforce Government Cloud may change at Salesforce's sole discretion and without advance notice. Only products on this Order Form that are also identified below as Government Cloud Products are hosted on the Salesforce Government Cloud as of the effective date of this Order Form; all other products on this Order Form are non-Government Cloud Products. Customer acknowledges that Government Cloud Products may not be fully compatible with non-Government Cloud Products resulting in decreased functionality.

Government Cloud Products:

Sales & Service Cloud: Sales & Service Cloud, Sales Cloud, Service Cloud, Sales & Service Cloud (Sales) & Sales & Service Cloud (Service)

Applications: Employee Apps and Community (Add-On), Employee Apps and Community-only, Lightning Platform Plus, Lightning Platform Starter, Employee Help Desk (Force.com Add-On), Employee Help Desk- only, Force.com, Force.com (Administrator), Force.com (App Bundle), Force.com (Enterprise Applications), Force.com (Light Applications), Force.com (One App), Identity for Employees, Identity for Customers & Partners, Identity-only, Lightning Platform, Lightning Platform Plus, Lightning Force 100, Lightning Force 100 (Administrator), & Lightning Platform Custom Object Pack

Analytics: Analytics - Additional Data Rows (100 Million), Analytics Base Capacity, Community Analytics App for Members, Community Analytics App for Logins, Customer Lifecycle Analytics (No Third-Party Terms), Einstein Analytics Growth, Einstein Analytics for Financial Services (No Third-Party Terms), Einstein Analytics Plus (No Third-Party Terms), Sales Analytics App & Service Analytics App

Communities: Authenticated Sites, Customer Community, Customer Community Plus, Customer Portal, Customer Portal - Enterprise Admin, Partner Community, Partner Portal & Service Cloud Portal, Lightning External Apps Plus for Financial Services, Customer Community Plus for Financial Services
Industry Solutions: Health Cloud, & Remedyforce, Manufacturing

Other: Additional 20 Objects for Customer Community, Additional 20 Objects for Customer Community Plus, Additional 20 Objects for Partner Community, Additional API Calls - 10,000 per day, Additional

Scheduled Analytics Bundle, Analytics - 5 Additional Dynamic Dashboards, Additional Flow Entitlements, Apex Debugger, B2B Commerce, Big Objects, Chatter Plus, CMS Plus, Console for Sales Cloud, Data Storage, Event Monitoring, Field Audit Trail, File Storage, High Volume Platform Events, Knowledge, Knowledge-only, Lightning Console, Lightning Scheduler, Live Agent, Platform Encryption, Public Communities Page Views, Salesforce DX Limited Access, Salesforce Shield, Sandbox, Scratch Orgs, Surveys, Unlimited Apps Pack, Work.com Perform & Work.com Perform-only. Notwithstanding anything in the Master Subscription Agreement or otherwise to the contrary, Customer agrees that any renewals of the subscriptions purchased under this Order Form shall be due and payable annually in advance and shall be for a minimum one-year term.

Product Special Terms

Scratch Org

The following terms shall govern all of Customer's use of the Scratch Orgs functionality, whether provisioned pursuant to this or another Order Form. Scratch Orgs are for testing and development use only, and not for production use. As part of its system maintenance, SFDC will periodically delete any Scratch Org, including any associated data or Active Scratch Objects, as set forth in the Documentation. Deletion of an active Scratch Org shall not terminate Customer's Scratch Org subscription; if an active Scratch Org is deleted during Customer's Scratch Org subscription term, Customer may create a new active Scratch Org. Creation of new active Scratch Orgs count towards the daily scratch org limits set forth in the Documentation. Any representations, warranties and covenants in the Customer's MSA regarding log retention, back-ups, disaster recovery, and return and deletion of data shall not apply to Scratch Orgs.

Event Monitoring

Event Monitoring includes Event Monitoring Wave App, which may not be used to upload or access external data sets other than the one external dataset provided as part of the Event Monitoring Wave App subscription. Customer understands that the foregoing limitation is contractual in nature (i.e. it is not limited as a technical matter in the Services), and therefore agrees to strictly monitor its Users' use of such subscriptions and enforce the applicable restriction. SFDC may monitor Customer's usage of the Event Monitoring Wave App subscriptions at any time through the Services. Event Monitoring Wave App is available in English only.

Lightning Platform Starter

Each Lightning Platform Starter User and other Lightning Platform Starter Users in such User's management chain, may access such User's Cases and/or Work Orders for purposes of creating, reading, updating and managing such User's Cases and/or Work Orders. Additionally, Lightning Platform Starter Users may access the Cases and/or Work Orders of other Lightning Platform Starter Users or Cases and/or Work Orders of other individuals for whom a Case has been created in connection with the Customer's recruiting or onboarding process, solely for purposes of creating, reading and commenting on such Users', or such other individuals', Cases and/or Work Orders. Each Lightning Platform Starter User is entitled to access no more than 10 custom objects through this subscription. Each Lightning Platform Starter User cannot: (A) be an individual other than a Customer employee or contractor, or (B) be an individual who supports external facing customer service Cases and/or Work Orders or whose primary function is to respond to or resolve employee Cases and/or Work Orders. Customer shall ensure the use restrictions set forth herein are followed, through User profile or permission set, limiting the number of custom objects included in the Community to the restrictions herein, etc. Customer understands that the above use restrictions are contractual in nature (i.e., these restrictions are not enforced in the Service as a technical matter) and therefore agrees to strictly review its Users' use of such subscriptions and enforce such use restrictions. SFDC may review Customer's use of such subscriptions at any time through the Service.

Customer Community (Logins/month)

Subscriptions to Customer Community (Logins/month) may not be purchased for use by Customer employees or other personnel of Customer. Each Customer Community (Logins/month) subscription entitles the Permitted Users access to all such Communities within the same Org up to the number of log-ins per calendar month ordered (the "Permitted Number of Monthly Logins"). The beginning and end of each calendar month will conform with U.S. Pacific Time. Customer shall assign each Permitted User a

User profile or permission set that permits access to no more than 10 custom objects in each applicable community.

Salesforce.com will provision 20 User subscriptions for each of the Permitted Number of Monthly Logins; subject, however, to the limitations on the aggregate number of User subscriptions per Org set forth in the Documentation ("Permitted Users"). Customer understands that the above limitations are contractual in nature (i.e., they are not limited as a technical matter in the Service) and therefore agrees to strictly review its Users' use of such subscriptions and enforce the limits set forth herein. SFDC may review Customer's use of the subscriptions at any time through the Service. Unused logins are forfeited at the end of each anniversary of the Order Start Date hereunder or the Order End Date, whichever occurs first, and do not roll over to subsequent months.

Government Cloud Premier + Success Plan provides for products the support described in the Premier + Success Plan (<https://sfdc.co/bDsV6g>) ("Premier + Plan"), as amended by the following. Support Personnel: Government Cloud Premier + Success Plan support will be provided by Qualified US Citizens, subject to these terms. "Qualified US Citizens" are individuals who (1) are United States citizens; (2) are physically located within the United States while performing the support; and (3) have completed a background check as a condition of their employment with Salesforce. Research and development personnel and personnel that provide Administration Services under Government Cloud Premier + Success Plan support, that have logical access to Customer Data, and infrastructure support personnel that provide Government Cloud Premier + Success Plan support that have physical access to the Salesforce Government Cloud infrastructure, will be Qualified US Citizens. All other personnel, including, Customer Success Managers, Success Account Managers, Customer Success Technologists and any other personnel engaged in customer success roles and providing customer success services (collectively referred to as "Success Representatives"), will not be Qualified US Citizens and will not have access to Customer Data unless Customer provides such personnel a User ID or otherwise enables the sharing of Customer Data with such personnel. Telephone Support: Telephone support is available in English only, and twenty-four hours a day, seven days a week. Submitting a Case: Users may submit a case in the following ways, (1) In the Services by logging in, clicking "Help & Training," clicking "Contact Support," and clicking "Open a Case," then providing the requested information and clicking "Submit" ("On-Line Case Submission"). Cases submitted via this route shall be automatically routed to a team of Qualified US Citizens. (2) By telephone call to Customer Support as described in the Premier + Plan. Calls for support received via telephone shall be initially responded to by individuals who are not Qualified US Citizens and who may be located outside the United States. These individuals will route cases to a team of Qualified US Citizens. These individuals will access the following information about Users in order to route the calls to Qualified US Citizens: first and last name, email address, username, phone number, and physical business address. To submit a case for Severity Level 1 issues, Customer must call Customer Support. (3) Cases submitted via Chat will not be responded to by Qualified US Citizens and will not be subject to the applicable response time described in the Target Initial Response Time table of the Premier + Plan.

Courtesy Administrators for Premier+ Success

The Courtesy Administrators for Premier+ Success are provided to Customer free of charge for use only by the SFDC administration team in connection with Customer's purchase of the Premier+ Success Plan in order to allow SFDC to perform the administration functions described in the Premier+ Success Plan ("Courtesy Administrator Subscriptions"). After Customer's execution of this Order Form, SFDC will provide Customer with instructions on how to set up the Courtesy Administrator Subscriptions. For clarity, the Courtesy Administrator Subscriptions are provided on a one-time basis and Customer may not add on any additional Courtesy Administrator Subscriptions during the Order Term despite anything to the contrary in any agreement between Customer and SFDC.

Platform Encryption

Platform Encryption. Customer is responsible for creating its own customer-managed keys, which is/are used in conjunction with encryption keys created and managed by SFDC as described in the Documentation.

Customer's customer-managed key is unique to the Customer's Org and to the specific Customer Data to which they apply. Should Customer delete, destroy or misplace a customer-managed key, the encrypted Customer Data is irretrievable unless Customer has previously exported the customer-managed key and then imported such customer-managed key back into the Services. Customer is responsible for regularly backing up its customer-managed key and all Customer Data and storing them locally in a safe place. IN

NO EVENT SHALL SFDC HAVE ANY LIABILITY HEREUNDER TO CUSTOMER ARISING FROM CUSTOMER'S DELETION, DESTRUCTION OR MISPLACEMENT OF CUSTOMER'S CUSTOMER-MANAGED KEY(S). Use of Platform Encryption may restrict the functionality of Service features as further described in the Documentation.

Salesforce Shield

Salesforce Shield is comprised of Platform Encryption, Event Monitoring and Field Audit Trail, and is subject to the Product Special Terms for Platform Encryption and Event Monitoring.

Einstein Bots Feature

The Einstein Bots feature shall be subject to the Order Form Supplement for Einstein Features available at <https://www.salesforce.com/company/legal/agreements.jsp> ("Supplement") which is hereby made part of this Order Form. Customer may enable and disable Einstein Bots at any time by following the instructions in the Supplement. Customer will be provided with 25 Einstein Bots conversations per month for each Live Agent User with an active subscription. Unused Einstein Bot conversations are forfeited at the end of each anniversary of the Order Start Date hereunder or the Order End Date, whichever occurs first, and do not roll over to subsequent months. Customer understands that the above limitation is contractual in nature (i.e., it is not limited as a technical matter in the Service) and therefore agrees to monitor its Users' use of such subscriptions and enforce the limit set forth herein. SFDC may review Customer's use of the subscriptions at any time through the Service. Should any review reveal unauthorized use, Customer agrees that SFDC may terminate Customer's access to such 25 Einstein Bots conversations. Customer may purchase additional Einstein Bots conversations at SFDC's then-current list price. The Einstein Bots Feature is not available to some customers, including Government Cloud as stated in the Documentation.

Einstein Features

SFDC may offer Customer access to Einstein features via the Services. Customer's use of the Einstein features shall be subject to the Order Form Supplement for Einstein features available at <https://www.salesforce.com/company/legal/agreements.jsp> ("Supplement") which is hereby made part of this Order Form. Upon Customer's first use of an Einstein feature in an instance of the Services, Customer will be presented with an In-App Message directing Customer to confirm acceptance of Einstein feature terms and conditions. Instructions for enabling/disabling each Einstein feature in any instance are outlined in the Documentation here:

https://help.salesforce.com/apex/HTViewSolution?urlname=Einstein-Enable-Disable&language=en_US

The functionality of the Einstein features shall not be considered a material component of the Services being provisioned hereunder. The Einstein features are not available to some customers, including Government Cloud as stated in the Documentation.

Health Cloud - CRM / Service for Enterprise and Unlimited Edition

Shared Contacts must be enabled in Customer's Salesforce Org prior to installing the Health Cloud package. Then in order to access Health Cloud, the Customer's system administrator must first install it in the Customer's Salesforce instance via the following links, in the following order: 1)

<http://industries.force.com/healthcloud>, and 2) <https://industries.force.com/healthcloudflow>. The

languages in which the Services are available are listed in the applicable Documentation. Customer's use of this product is subject to the following restrictions:

https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/misc/sales-service-contractual-restrictions.pdf. In addition, Customer agrees that the intended use of Einstein Analytics for Health Cloud is to provide insights into the health trends of Customer's patient population based on the CMS HCC model (the "Intended Use").

Customer may not (i) use Einstein Analytics for Health Cloud to build custom applications, (ii) upload or access data sets using the Wave External Data API or any program or tools using such API, (iii) bring data from Salesforce Standard Objects that are not already part of the Einstein Analytics for Health Cloud feature, or (iv) use Einstein Analytics for Health Cloud for purposes other than its Intended Use. Customer understands that the foregoing limitations are contractual in nature (i.e. they are not limited as a technical matter in the Services), and therefore agrees to strictly monitor its Users' use of such subscriptions and enforce the applicable restrictions. SFDC may review Customer's use at any time through the Services. Einstein Analytics for Health Cloud: Risk Stratification is available in English only. For clarity, this subscription includes use of Einstein Analytics for Health Cloud by five (5) Health Cloud Users per Org

Free Sandbox with Unlimited/Performance Edition

Sandbox subscriptions are for testing and development use only, and not for production use. As part of its system maintenance, SFDC may delete any Sandbox that Customer has not logged into for 150 consecutive days. Thirty or more days before any such deletion, SFDC will notify Customer (email acceptable) that the Sandbox will be deleted if Customer does not log into it during that 30-day (or longer) period. Deletion of a Sandbox shall not terminate Customer's Sandbox subscription; if a Sandbox is deleted during Customer's Sandbox subscription term, Customer may create a new Sandbox.

https://www.carahsoft.com/download_file/86224/0

Licensee agrees that any order for Salesforce.com will be governed by the terms and conditions of the Carahsoft Salesforce Service Terms copies of which are found at https://www.carahsoft.com/Eula/Salesforce_MSA and all Schedules referenced by the Service Terms are made a part hereof. Licensee acknowledges it has had the opportunity to review the Agreement, prior to executing an order. Should the licensee purchase Government Cloud Licenses with Government Cloud Premier + Support, the following terms shall apply to the support: <http://www.carahsoft.com/government-cloud-terms> https://help.salesforce.com/articleView?id=salesforce_help_map.htm&type=0

A list of currently available FedRAMP/IL4 Authorized Salesforce products can be found here: https://help.salesforce.com/articleView?id=000270080&language=en_US&type=1