

Schedule 8

Exhibit L

Statement of Work

Comprehensive Implementation Services for
Smiths Medical ASD, Inc. (“Vendor”)
Infusion Pumps

University Medical Center of Southern Nevada (“Customer”)

Created By: Vendor

Date: 12/11/2023

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This overview Statement of Work ("SOW") explains the implementation services to be provided after Customer purchases Vendor infusion pumps.

1.0 Project Goals:

The primary objective of this project is to train and support Customer nurses, pharmacists, and other clinical, technical, and clinical engineering personnel to optimize the use of Vendor infusion pumps with Medication Safety Software.

2.0 Project Scope:

The scope of this project will consist of:

- Vendor infusion pumps as defined in the contract and Statement of Work Addendum
- Providing support to install and train on Medication Safety Software for drug library development and use by Customer
- Configuring and testing devices for wireless communication on Customer network
- Deploying drug library to all devices prior to go live
- Education and go live support as agreed upon mutually between Vendor and Customer
- Post go live support

This implementation is projected to take [REDACTED] as defined by the Project Methodology and the Roles and Responsibilities. Any changes to this plan will be considered a scope change and will have a Change Order filled out with the associated fees.

3.0 Project Methodology & Process:

The project will be split into six distinct phases in order to successfully implement the Vendor pumps into the hospital. The project phases are:

- Phase One: Initial Engagement
- Phase Two: Discovery & Planning
- Phase Three: Building & Developing
- Phase Four: Staging & Validation
- Phase Five: Education & Go Live
- Phase Six: Project Closure

***Please see appendix for Implementation Process overview

3.1 *Phase One: Initial Engagement*

Key activities:

- Complete Customer engagement call
 - Introduce Vendor and Customer project leads
 - Discuss project scope and draft timeline
- Plan for kick off meeting
- Identify appropriate implementation project team members
- Initiate Statement of Work Addendum
- Ship test pumps and software

3.2 *Phase Two: Discovery & Planning*

Key activities:

- Complete kickoff meeting
 - Confirm project scope
 - Finalize project timeline
- Install Medication Safety Software
- Complete Medication Safety Software training
- Clinical Discovery
- Present and discuss customizable pump options and configurations
- IT Discovery
- Finalize, approve and sign off on Statement of Work Addendum

3.3 *Phase Three: Building & Developing*

Key activities:

- Customer provides server built to Vendor specifications
- Vendor remotely installs and configures the PharmGuard® Infusion Management System
- Configure and test pump wireless configuration
- Test the bidirectional communication between the pumps and the server
- Customer builds drug library
- Vendor pharmacist conducts a technical review of the drug library
- Develop agreed upon end-user education schedule and plan
- Review and amend clinical workflows, orders sets, policies and procedures
- Determine final disposables
- Finalize disposable ordering and rollout plan

3.4 *Phase Four: Staging & Validation*

Key Activities:

- Ship remaining devices
- Vendor to complete the following on devices:
 - Unbox and charge
 - Perform functional testing per preventative maintenance procedure in the technical manual
 - Configure pumps for wireless communication
 - Ensure each pump can receive a drug library
- Provide server training to Customer IT, Biomed and Pharmacy
- Customer to complete clinical validation of all settings and entries entered in drug library
- Finalize drug library and deploy to all pumps in preparation for education/go live

3.5 *Phase Five: Education & Go Live*

Key activities:

- Vendor provides clinical end user training on infusion devices and safety software
 - Training requirements:
 - Training held in a classroom setting with a maximum of 15 participants
 - Classroom will be reserved for the consecutive days of end-user training
 - Number of education blocks/classes is provided in the contract (and SOW Addendum).
 - Customer to provide necessary disposables for training
 - Customer responsible for training room set up prior to the first education block
- Go live team to deploy devices to clinical areas for go live
- Go live support provided as agreed upon between Customer and Vendor

3.6 *Phase Six: Project Closure*

Key activities:

- Complete post implementation call
- [REDACTED] remote support provided from Vendor to Customer team
- Implementation services and associated service fees will be billed (once go live occurs, this will be deemed as accepted implementation services)
- Schedule PharmGuard® server reports training
- Complete project closure meeting
 - Customer satisfaction survey sent out
 - Final project documentation provided to Customer
- Transition Customer support to Vendor Account Manager

4.0 Vendor Roles and Responsibilities:

Vendor Project Owner (Sales Lead)

- [REDACTED]

Vendor Program Manager

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Vendor Clinical Project Manager

- [REDACTED]
- [REDACTED]

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-
-

Vendor IT Implementation Specialist

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Vendor Pharmacist

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-
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Vendor Education Consultant

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Vendor Onsite Engineering Support

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-
-

5.0 Customer Roles & Responsibilities

Hospital Executive Sponsor

-
-
-

Hospital Project Manager

Clinical/Nursing Lead/Education Coordinator

- _____

- [illegible]

- _____

- _____

Product Procurement, Supply Chain

- _____

Maintenance Lead (Bio-Med/Clinical Engineering)

1. *Journal of the American Medical Association*, 2000; 284: 2689-2695.

- _____

IT Lead

- _____

Drug Library Lead

- 100

- _____

Data Gathering/Reporting Lead

- _____

6.0 Milestones and Deliverables Dates (Dates to be filled in with SOW Addendum)

Phase	Milestone	Date of Completion
1	Project Engagement/Engagement Meeting	TBD
2	Shipment & delivery of pre-implementation devices & software	
2	Medication Safety Software installation	
2	Project kick off meeting	
2	Clinical discovery	
2	Medication Safety Software training	
2	Pump options presentation	
3	Customer provides server built to Vendor specifications in preparation for PharmGuard® Infusion Management Suite installation. Provide Vendor with access and necessary privileges for installation	
3	Statement of Work Addendum signature [REDACTED]	
3	Vendor installs PharmGuard® Infusion Management Suite onto Customer server	
3	Pump and network connectivity confirmed between Customer and Vendor	
3	Vendor provides PharmGuard® Technical Training	
3	Finalize Tubing SKUs	
3	Drug library submitted for technical review	
4	Delivery of remaining devices	
4	Devices unboxed, checked in and labeled per Customer procedure	
4	Drug library updated for validation	
4	Drug library validation session	
4	Drug library finalized & provided to Vendor prior to education start	
4	Confirm tubing onsite for go live	
4	Onsite IT/Biomed visit (if contracted)	
4	Final drug library pushed to all pumps	
5	Clinical end user education (see schedule in appendix)	
5	Go live	
6	Go live debrief	
6	Trade in devices shipped to Vendor (if applicable)	
6	Project closure meeting	
6	PharmGuard® Infusion Management Suite Reports Training (2-3 months post go live)	

7.0 Communications Plan:

Kickoff Meeting: This is a collaborative meeting between Vendor and Customer stakeholders that outlines scope of project, confirms project resources, discusses proposed dates for deliverables and key milestones, and provides an implementation plan for key activities during the implementation process. Shortly after the kick off meeting, the goal will be to finalize the implementation timeline and Statement of Work Addendum.

Weekly Calls with Issues Log: This weekly call between Vendor project team and Customer project team is an opportunity to review and manage project progress, prepare for upcoming milestones, and discuss any project risks or issues. There will be a call agenda sent prior to the call and Minutes with documented issues/action items will be distributed to project team after the call.

Site Visit Reports: Any time a resource from Vendor comes onsite to Customer site, Vendor will provide a site visit report detailing who was there, who participated, what tasks were completed, and any associated documentation

Customer Satisfaction Survey: This survey is conducted after the go live of the devices to address Vendor delivery of services.

Project Closure Meeting: This meeting will be [REDACTED] post go live and will review the previously defined implementation goals, how implementation went, any lessons learned and Vendor support structure for Customer moving forward. Final project documentation will be provided and Customer satisfaction survey will be sent out to project team.

8.0 Assumptions

The successful implementation of these devices and software require resources from multiple disciplines to partner and collaborate on this project with the following assumptions:

- Both parties are entering into this agreement in good faith and will provide the necessary resources
- Customer personnel are available for Vendor onsite visits and to attend weekly team calls
- Vendor will deliver products, software and training per the agreed upon timeline
- If unexpected project delays or conflicts arise, this information needs to be shared between Vendor project manager and Customer project lead in a timely manner so that a remediation plan can be put in place.
- The Executive Sponsors serve as escalation points for conflict resolution

9.0 Change Orders

If there are any requested changes to the project plan, these changes must be communicated to the Customer Project Lead and Vendor Project Lead (Program Manager or Clinical Project Manager) so they can be reviewed and actions can be taken.

If the changes are Customer driven, due to changes in resource availability, inability to secure the server and other equipment in a timely manner, or inability to complete tasks as assigned, a Change Order form will need to be completed outlining the tasks involved and associated costs to make the change.

If the changes are Vendor driven due to unavailability of resource, inability to delivery equipment, or inability to complete tasks as assigned, a Change Order form will need to be completed outlining the causes of the delays and planned resolution to Customer.

10.0 Project Acceptance

Signatures:

CUSTOMER NAME Printed:	Vendor Name Printed: Richard Nevin, on behalf of Smiths Medical ASD, Inc.
CUSTOMER NAME Signature:	Vendor Signature: <u>Richard Nevin</u> <small>Richard Nevin (Feb 27, 2024 15:21 CST)</small>
CUSTOMER NAME Title:	Vendor Title: VP- Contracting
Date:	Date: Feb 27, 2024

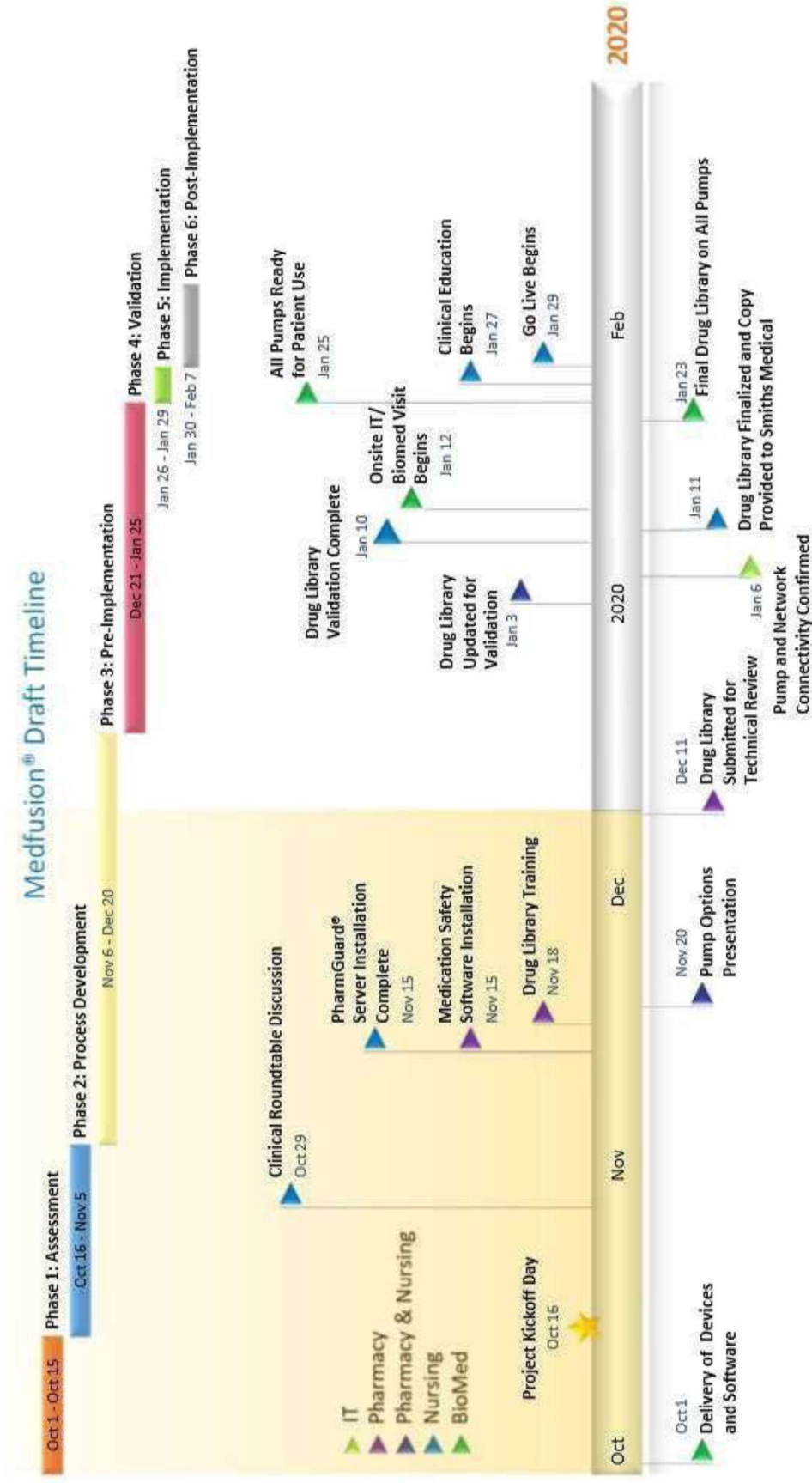
Vendor Implementation Process

Smiths Medical Infusion Systems Implementation Process

v1.11

Phase 0		Phase 1	Phase 2	Phase 3	Phase 4	Phase 5	Phase 6
Pre-Purchase		Initial Engagement	Discovery & Planning	Building & Developing	Staging & Validation	Education & Go Live	Project Closure
0.1a	Product demonstration and presentation	1.1 Initiate PSA and receive purchase order	2.1 Install Medication Safety Software	3.1 Install PharmGuard® server software	4.1 Deliver, stage, and configure pumps (onsite)	5.1 Clinical end-user education	6.1 Conduct project team post-implementation call
0.1b	Respond to RFIRFP	1.2 Complete statement of work documentation	2.2 Deliver Pre-Implementation (validation) devices and accessories	3.2 Define, test, and verify wireless parameters and connectivity	4.2 Verify pump connectivity and library deployment	5.2 Go live	6.2 Collect customer feedback
0.2	Customer IS / IT assessment and questionnaire	1.3 Internal team kick off	2.3 Convene project kickoff day	3.3 Build and Review library	4.3 Clinical validation		6.3 Confirm services rendered
0.3	Infusion systems assessment	1.4 Customer Engagement Meeting	2.4 Clinical Discovery	3.4 Review and amend clinical workflows, order sets, policies, and procedures	4.4 Finalize and approve medication library		6.4 Conduct Pharmguard server reports training
0.4	Simulation or human-use evaluations	1.5 Determine MSS and pump shipment logistics	2.5 Develop and approve implementation plan	3.5 Develop clinical end-user education plan	4.5 Finalize clinical end-user education plan		6.5 Conduct project closure meeting
				3.6 Finalize disposable product type(s) & quantities	4.6 Final library deployment		6.6 Monitor Performance
				3.7 Finalize ordering and stocking plan for disposables			6.7 Confirm receipt of trade-in devices
				3.8 Complete Technical Review of Drug Library			

Appendix B: Project Timeline (Example)



Appendix C: Education & Go live schedule

Statement of Work

Appendix D: Change Order

If change(s) to project dates, timeframes, or tasks, a Change Order must be completed. It will outline the changes in the scope of work, new timelines, and any expenses as agreed upon on in the Agreement between Vendor and Customer. All changes will be computed on a time and materials fee schedule as agreed upon by the two parties listed below.

Project	Date	Requestor	Vendor Representative
Nature of Proposed Changes (i.e. change in dates, deliverables, scope)			
Reason for Change			
Impact of Change to Schedule of Activities, Key Deliverables (i.e. change of dates, deliverables, other items)			
Impact of Change to Pricing Materials and Travel Expenses Include Here			
Other Impacts			
Purchase Order for Changes			

Signatures:

(1) Vendor

Name	Signature	Date	Approved	Rejected

(2) CUSTOMER NAME Project Manager

Name	Signature	Date	Approved	Rejected