AMENDMENT NO. 1 TO PLATFORM LICENSE AGREEMENT
COUNTY OF MONTEREY
AND
CONDUENT HEALTHY COMMUNITIES CORPORATION

THIS AMENDMENT NO. 1 to Platform License Agreement No. A-14686 ("AGREEMENT") for provision of customization, maintenance/support, and training for the Healthy Communities Institute Platform System, is made by and between the County of Monterey, a political subdivision of the State of California (hereinafter referred to as "Client" or "County"), on behalf of Monterey County Health Department and Conduent Healthy Communities Corporation (hereinafter referred to as "CHCC") withrespect to the following.

WHEREAS, County and CONTRACTOR entered into AGREEMENT in the amount of $70,000 effective April 15, 2020; and

WHEREAS, the County and CONTRACTOR wish to amend the AGREEMENT to include additional data analytics of deidentified hospitalization, emergency room, and mental health data to the existing platform license, and continue to provide tools and templates for data visualization and mapping that will be publicly accessible, extend the term of the AGREEMENT, increase the total maximum amount of the AGREEMENT by $100,000, extend the term three (3) years, two (2) months through June 23, 2025, and replace Exhibit A: Statement of Work for CHCC Platform;

NOW THEREFORE, the County and CONTRACTOR hereby agree to amend the AGREEMENT in the following manner:

1. **EXHIBIT A – Statement of Work for CHCC Platform** is replaced in its entirety by EXHIBITA-1, Statement of Work for CHCC Platform. All references in the AGREEMENT to EXHIBIT A shall be construed to refer to EXHIBIT A-1.

2. Except as provided herein, all remaining terms, conditions and provisions of the AGREEMENT are unchanged and unaffected by this AMENDMENT NO. 1 and shall continue in full force and effect as set forth in the AGREEMENT.

3. A copy of the AMENDMENT NO. 1 shall be attached to the original Agreement.

IN WITNESS WHEREOF, County and CONTRACTOR have executed this AMENDMENT NO. 1 as of the day and year written below.

COUNTY OF MONTEREY	CONTRACTOR

COUNTY OF MONTEREY

By: _____
Contracts/Purchasing Manager

Date: _____

By: _____
Department Head (if applicable)

Date: 6/30/2021 | 2:54 PM PDT

By: _____
Board of Supervisors (if applicable)

Date: _____

Approved as to Form [1]

By: Stacy Saetta
County Counsel

Date: 5/28/2021 | 12:09 PM PDT

Approved as to Fiscal Provisions [2]

By: Gary Giboney
Auditor/Controller

Date: 5/28/2021 | 12:20 PM PDT

Approved as to Liability Provisions [3]

By: _____
Risk Management

Date: _____

CONTRACTOR

Conduent Healthy Communities Corporation
Contractor's Business Name*

By: Pat Costa
(Signature of Chair, President, or Vice-President)*

Pat Costa – Group President, Healthcare Solutions
Name and Title

Date: 5/27/2021

By: Jeff Neiheisel
(Signature of Secretary, Asst. Secretary, CFO, Treasurer or Asst. Treasurer)*

Jeff Neiheisel   Assistant Secretary
Name and Title

Date: 5/27/2021

*INSTRUCTIONS: If CONTRACTOR is a corporation, including limited liability and non-profit corporations, the full legal name of the corporation shall be set forth above together with the signatures of two specified officers. If CONTRACTOR is a partnership, the name of the partnership shall be set forth above together with the signature of a partner who has authority to execute this Agreement on behalf of the partnership. If CONTRACTOR is contracting in an individual capacity, the individual shall set forth the name of the business, if any, and shall personally sign the Agreement.

[1] Approval by County Counsel is required
[2] Approval by Auditor-Controller is required
[3] Approval by Risk Management is necessary only if changes are made in Section XI or XII of Agreement

Exhibit A-1

Statement of Work for CHCC Platform

Conduent Healthy Communities Corporation (CHCC) will make available to Monterey County Health Department ("Client") a version of the CHCC Standalone Platform ("CHCC Platform") as follows:

A. CHCC Features

The CHCC Platform will be configured for Client and include the following features:

1. **Data and Analysis Features**

   - Community Dashboard – Data dashboard that houses all of the indicators on Client's site. Search and filter by geography, topic and subpopulation groups (race/ethnicity, age, and gender) when available. Client may opt to add local data into the Community Dashboard (see "Section 4-Customization Tools & Options").

     o Core List: One hundred (100)+ health and quality of life indicators as available from public, online state or national data sources and dependent upon statistical validity for a geography. Core indicator list is subject to change from time to time depending upon data availability and strategy.

   - Demographics – US Census Bureau QuickFacts Profile for Monterey

   - Socio-Needs Index – A measure of socioeconomic need correlated with preventable hospitalizations and poor health outcomes; counties and zip codes within your selected area are given an Index Value based on a national distribution and then mapped relative to your area to show degrees of socioeconomic need within your community.

   - Data Scoring Tool – Rank indicators on the CHCC Community Dashboard according to a systematic summary of comparisons, grouping indicators into topic areas for a higher level ranking of community health needs. Reports are downloaded from the administrative system at the county level.

   - GIS Maps – Quickly visualize health and quality of life indicators within your community; GIS Maps display indicators available for standard geographies (county, zip code and census tract).

   - Data Extracts – Provides the local administrator with tools to download the indicators into an Excel spreadsheet for import into other applications.

2. **Evaluation and Tracking Tools**

   - Healthy People 2020 Tracker – CHCC-maintained progress tracker for key Healthy People 2020 targets

   - Local Progress Trackers – Allows local administrator to create a curated list of indicators to quickly identify and track progress on local initiatives.

   - Locally Added Targets - Client can add local targets to CHCC-maintained and locally-maintained indicators using the self-service tool.

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3. **Resource Features**

• <u>Promising Practices</u> – Database of two thousand (2,000)+ health and quality of life programs and policies from across the country classified by effectiveness

• <u>Resource Library</u> – Central repository for local resources, including reports, community health assessments, community profiles, two hundred eleven (211) resources (when available, single county systems only) and other local content. Content must be uploaded and maintained by Client.

• <u>Funding Opportunities</u> – CHCC-maintained collection of national grants and funding opportunities.

• <u>CHNA Guide</u> – Interactive, step-by-step guide designed to assist organizations in assessing community health needs and designing strategies and programs to address prioritized needs

• <u>Report Assistant</u> – Quickly create content summary reports that can be exported and shared with others. These reports can be emailed or saved as a PDF.

• <u>Topic Centers</u> – Topic index pages that bring together all the resources in the site on a particular topic area.

4. **Customization Tools and Options**

• <u>Standalone Website Branding</u> – Client can select the website name, URL, color palette and fonts. CHC will work with Client to design the banner

• <u>Navigation Menu</u> – Client can customize website navigation. Includes ability to link to platform features provided by CHCC as well as custom pages created by client.

• <u>Tiles</u> – CHCC's custom content management system. Allows client to easily create and administer pages without having to know HTML. Client can select from more than fifteen (15) unique tile options to highlight CHCC's core tools (indicators, maps, related content, etc.) as well as locally maintained content (client pictures, videos, health improvement plans, resources, etc.). Client can stack and assemble tiles to create custom pages.

• <u>Homepage</u> – Homepage designed using Tiles (CHCC's custom content management system); includes ability to customize homepage content such as images, text, tools and sponsor logos.

• <u>Custom Web Pages</u> – Allows local administrator to create unlimited custom web pages using Tiles (CHCC's custom content management system); system does not require HTML knowledge.

• <u>Locally Maintained Indicators</u> – Client can add local data into the Community Dashboard using the self-service tool. Please note the anticipated time to setup and maintain will vary depending on data complexity, quantity, and user capacity. CHCC provides training and guidance to support local content addition.

• <u>Language Translation</u> – Automated translation of website for forty (40)+ languages supported by Google

B. CHCC Services

The CHCC Platform comes with the following services:

1. **Account Manager Training and Support Services***

CHCC and your Account Manager will provide the services listed below to assist in implementation and maintenance of the CHCC Platform. Client will have direct phone and email access to a dedicated account manager for the duration of the agreement.

- <u>Orientation Call</u> – An initial phone call to meet your Account Manager, review timeline and discuss next steps.

- <u>Kickoff Meeting (optional)</u> – An initial project kickoff meeting to introduce the platform and the implementation process.

- <u>Branding Meeting</u> – A webinar with a small group of key decision-makers. Includes overview of the branding process, review of client examples and key decisions that client must make to establish the brand and style of their CHCC Platform.

- <u>Local Administrator Training</u> – Personalized webinar trainings on website features and system administration. Webinar trainings are tailored to client needs and may include overall approach / process for adding local indicators, how to use the system's dashboards / data analysis tools and how to upload and create content such as priority pages or reports.

- <u>Site Orientation</u> – A meeting to introduce your custom-designed CHCC Platform. Includes overview of site features and topics aligned with client's goals and objectives. Participants include key decision-makers and (optionally) partners, stakeholders and other end users.

- <u>Quarterly Meetings</u> – Regularly scheduled, quarterly check-in meetings after site launch. Topics may include indicator updates, product updates, upcoming webinars, or discussions designed to understand and help support client's goals and objectives.

- <u>Help Center</u> – 24/7 access to an online client Help Center with step-by-step written instructions, training videos and client examples.

*Account Manager support services are conducted via phone/webinar; however, client may receive one to two (1-2) site visits at client's expense. In-person meetings can be arranged to provide on-site training, conduct a kickoff meeting, lead a site orientation, launch a site or attend/conduct another meeting as specified by the client.

2. **CHCC Peer Network**

The CHCC Peer Network consists of hospitals, health departments and community coalitions licensing the CHCC Platform and provides access to the following benefits:

- <u>Community Resources</u> – 24/7 access to a variety of examples from CHCC clients, including client success stories, sample CHNA reports / implementation strategies and approaches for marketing your CHCC Platform to your community

- <u>Webinars</u> – Access to on-demand and live webinars led by public health professionals at CHCC in conjunction with the CHCC Peer Network. Webinars highlight new product features, client success stories and trending population health topics.

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- <u>Newsletter</u> – Subscription to client email communications featuring indicator updates, product updates, webinar announcements, client success stories, CHCC news and more.
- <u>Client Meetings</u> – Invitation to national or regional meetings.

C. Schedule of Deliverables / Timeline

The following timeline outlines the typical implementation process. The timeline will be refined upon Agreement signing and is dependent on each party meeting defined project dates for milestones.

Work Step	Task Owner	Completion Date
Contract Signed	CHCC/Client	Agreement Sign Date
Orientation Call	CHCC/Client	Upon Agreement signing
Kickoff Meeting (optional)	CHCC/Client	1-4 weeks from Effective Date
Access to training materials and ability to add local content begins	CHCC/Client	8-10 weeks from Effective Date
Completion of core system content / Beginning of licensing period	CHCC	8-10 weeks from Effective Date; exact date to be notified to Client by CHCC and to be referred to as the "Licensing Period Start Date"
Project completion sign-off by client	Client	8-10 weeks from Effective Date
Ongoing site maintenance and content updates	CHCC	Ongoing
Soft launch of system to internal review team	Client	Date TBD by Client
Public launch of system (optional)	Client	Date TBD by Client

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D. Terms of Payment

1. Schedule of Payments as follows:

	Implementation (8-10 weeks)	6/24/20 - 6/23/21	6/24/21 - 6/23/22	6/24/22 - 6/23/23	6/24/23 - 6/23/24	6/24/24 - 6/23/25	6/24/21 - 6/23/25
Website Set up (one time)	$10,000						
Annual License – Basic CHCC Standalone Platform State: California County: Monterey		$20,000	$20,000	$20,000	$20,000	$20,000	
Bundled Hospitalization, ER, and Mental Health data added to Platform License Subscription*			$7,500	$7,500	$7,500	$7,500	
Additional analytics of data provided by Client or tools and templates provided to support new data on an "as-requested and "as-approved" basis by County.							$30,000
Subtotal	**$10,000**	**$20,000**	**$27,500**	**$27,500**	**$27,500**	**$27,500**	**$30,000**

Total Agreement Amount		$170,000

*This recurring cost does not include the one time charge to purchase/acquire the data. County will be responsible for acquiring the data. The subscription cost will be for access to the analytics tools and templates.

2. The one-time Website Set Up Fee will be invoiced after completion of the Core System Content as specified in Section C – Schedule of Deliverables/Timeline above.
3. Annual License Fees will be invoiced at the beginning of each licensing period unless Annual License is terminated subject to the terms in Section 4 Term; Termination in the body of this Agreement.
4. Process to initiate a request for additional analytics services and/or new analytics templates will be as follows:
    4.1 Client will submit a written request to CHCC for a quote.
    4.2 CHCC will submit to Client a written quote.
    4.3 Upon written approval by the Director of Health or designee, Client will adjust the the associated purchase order and services may commence.
5. All invoices are due as set forth in Section 3 Payment.
6. The billing contact to receive invoices and interact with CHCC on billing matters is as follows:

    Joe Ripley, Finance Manager II
    Monterey County Health Department
    1270 Natividad Road, Salinas CA 93906
    Phone: 831-796-1250
    RipleyJL@co.monterey.ca.us

7. CHCC understands the billing contact may change from time to time and upon notice by Client.