

**EXHIBIT A-2 as per Amendment No. 2**  
**Scope of Services/ Payment Provisions**

This Scope of Service is entered into by and between Natividad Medical Center, hereinafter referred to as (“NMC”) and Flycast Partners, Inc. hereinafter referred to as (“CONTRACTOR”) pursuant to the Services Agreement between NMC and CONTRACTOR attached hereto and is subject to the terms and conditions of the Agreement.

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**I. Scope of Services**

CONTRACTOR is an authorized provider of BMC Software and shall provide NMC with design, implementation, training, and continuous software support services for the BMC Footprints and BMC Client Management Software.

**II. CONTRACTOR Obligations**

**A.** CONTRACTOR shall provide NMC with comprehensive BMC Software Support related to BMC Footprints & BMC Client Manager (BCM) software 24 hours a day, 7 days a week (including published holidays) for Severity One (S1) issues. All other Severity issues (S2-S4) will be supported 7am-7pm; M-F Central Time (excludes published holidays).

**B.** CONTRACTOR shall provide Professional Services –The services under this category may include but is not exclusive to the following:

1. **Training:** Administration training for BMC FootPrints and BMC Client Management or any training specific to NMC’s processes, reporting requirements or user requirements.
2. **Professional Services** for process or technical design, additional customizations, and other services not covered under the standard software maintenance/technical support provided by BMC Software.
3. Requirements to initiate services in this category are as follows:
  - a. NMC shall submit a request for service in writing.
  - b. CONTRACTOR shall provide a quote for approval and a Statement of Work for those services.
  - c. All services in this category are on an “as-requested” and “as-approved” basis by NMC.
  - d. Remote professional services in this category shall be a minimum of four (4) hours per request.
  - e. Remote professional services shall be scheduled at a date/time mutually agreeable to both parties.

- f. Professional services on NMC premise shall be billed on a per-diem basis and will be scheduled at a minimum of three (3) days.
- g. Professional services on NMC premise shall be standard business days of Monday – Friday and standard business hours of 8am – 5pm Pacific Standard Time.
- h. Professional services on NMC premise require a minimum of three (3) weeks scheduling lead time.

**II. NMC Responsibilities**

- a. NMC shall provide point of contact for each engagement with the authority and ability to coordinate resources in a timely manner as required by CONTRACTOR to provide input needed to make necessary decisions and provide key data to be enabled in the systems.

**III. Payment Provisions**

- a. CONTRACTOR is an authorized reseller and Professional Services provider of BMC software and will provide all services associated with this Agreement. The following table reflects the breakdown of costs by service category:

**1. Professional Service Fees:**

Description	Hourly Rate	Daily Rate
Remote Professional Services - Implementation per Hour Cost	\$216.56	
Onsite Professional Services - Implementation per Diem Cost (Travel Included)		\$2,232.50

**2. BMC FootPrints Service Core Continuous L1 & BMC Client Management Continuous L1 Partner Support (01/28/2021 – 01/27/2024): Full payment due in the amount of \$68,216.66**

Description	QTY	Unit Price	Ext. Price
<b>BMC FootPrints Service Core Continuous L1 Partner Support Support Term - 1/28/2021 - 1/27/2024</b>  BMC FootPrints Service Core 5 Named User Software Package BMC FootPrints Service Core Additional Named User Agents - 19 BMC FootPrints Service Core Additional Concurrent User Agents - 10 BMC FootPrints Service Core Change Management BMC FootPrints Service Core Configuration Management	1	\$49,038.55	\$49,038.55
<b>BMC Client Management Continuous L1 Partner Support Support Term - 1/28/2021 - 1/27/2024</b>  BMC Client Management Suite Nodes – 1550	1	\$27,868.85	\$27,868.85
<b>Flycast Partners Discount</b>	1	-\$8,690.74	-\$8,690.74

- b. NMC does not guarantee any minimum or maximum amount of dollars to be spent under this Agreement.
- c. Invoices shall be submitted by CONTRACTOR to NMC monthly.
- d. Invoices shall be sent directly to NMC Accounts Payable at the “Bill To” address provided on the purchase orders. Payment inquiries may be emailed to: [accountspayableemail@natividad.com](mailto:accountspayableemail@natividad.com).