

**FIRST AMENDMENT TO AGREEMENT
BETWEEN THE COUNTY OF SAN MATEO AND
ELLIT GROUPS.**

THIS AMENDMENT TO THE AGREEMENT, entered into this _____, 20___, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and ELLIT GROUPS, hereinafter called "Contractor";

WITNESSETH:

WHEREAS, the parties entered into an Agreement with Ellit Groups to provide consulting and staffing services for the Electronic Health Record Implementation within San Mateo County Health, on February 13, 2024 for the term of February 13, 2024 through February 12, 2025, in the amount not to exceed \$8,000,000; and

WHEREAS, the parties wish to enter into a first amendment to the Agreement to increase the County's total fiscal obligation by \$7,191,365 to an amount not to exceed \$15,191,365.

NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO AS FOLLOWS:

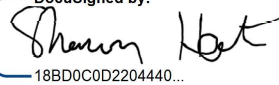
1. The fifth sentence of Section 3, Payments of the Agreement is amended to read as follows.

In no event shall County's total fiscal obligation under this agreement exceed FIFTEEN MILLION ONE HUNDRED NINETY-ONE THOUSAND THREE HUNDRED SIXTY-FIVE DOLLARS (\$15,191,365).

2. All other terms and conditions of the Agreement between County and Contractor, shall remain in full force and effect.

In witness of and in agreement with this Agreement's terms, the parties, by their duly authorized representatives, affix their respective signatures:

For Contractor: Ellit Groups

DocuSigned by:

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Contractor Signature

August 14, 2024

Date

Sharon Heath

Vice President, Finance & HR
Contractor Name (please print)

For County:

COUNTY OF SAN MATEO

By:
President, Board of Supervisors, San Mateo County

Date:

ATTEST:

By:
Clerk of Said Board

Statement of Work

Epic Implementation Support

This Statement of Work ("SOW"), effective February 13, 2024, is made by and between Ellit Groups LLC ("Ellit Groups") and San Mateo County ("San Mateo County") for the provision of certain professional services as more fully described herein ("Services").

Background

San Mateo County is seeking a consulting partner to assist with the Epic Electronic Health Record "Integr8 Health" Implementation project. Ellit Groups has provided resources already for all aspects of the implementation besides Integration Services, Training Support, Service Desk Support, and At the Elbow Support within Activation Services. This includes providing resources in the following areas:

- Advisory Services
- Project Management
- Technical Leadership
- Integration Services
- Application Leadership
- Application Design and Build
- Testing Leadership
- Training Leadership
- Organizational Change Management
- Training Support Services
- Activation Services: (Chart Abstraction, Technical Dress Rehearsal, Personalization & User Settings, At the Elbow (ATE) support)
- Service Desk Support Services
- Operational Readiness
- System Cut Over
- Data Migration

Scope

The resources provided by Ellit Groups in this Statement of Work support the San Mateo County Integr8 Health implementation with Training Support Services, Activation Services and Service Desk Support, and will collaborate with and provide guidance, and implementation services tailoring industry trends to ensure a successful enterprise Epic implementation and transition to support.

Ellit Groups has confirmed there is no need for Chart Abstraction services and Personalization & User Settings assistance.

Deliverables

Under this Statement of Work, Ellit Groups will provide San Mateo County with resources, experienced within the specific needs outlined below.

Resources	Services Provided
Training Support Services	In support of the Super Users during end-user training, Ellit Groups provide seasoned trainers who have been credentialed at other Epic implementations and can provide expertise in the classroom within the application and technical support.
At the Elbow Support	In alignment with Super Users and Epic staff who are providing elbow-support to end-users during the go live, Ellit Groups will allocate application experts who have supported multiple go-lives. These experts are well versed in their respective Epic applications and practical use. All Epic applications will have support.
Service Desk Support Services – MyChart Service Desk	In partnership with Call Center leadership, Ellit Groups will provide the resources necessary to cover the MyChart Service Desk (for direct patient needing support). The hours of operation and coverage requirements are 7am – 10pm, seven days per week and will be evaluated for effectiveness weekly.
Service Desk Support Services – Clinical Service Desk	Under the direction of Health IT leadership, Ellit Groups will provide the resources necessary to address all Tier 1 Epic related questions. The hours of operation will mirror what is provided by Oracle Health currently.
Total \$ 7,191,365	

Travel Expenses

Travel by the Ellit Groups team is expected during the course of the Epic Implementation which is included in the SOW total. Travel will be pre-approved by San Mateo County to align to implementation expectations and as requested by the client. Ellit Groups resources will be on site during all Epic site visits.

Out of Scope

Any services not specifically set forth herein are considered out of Scope and are subject to an Amendment or SOW.