

EXHIBIT B

STATEMENT OF WORK

COVID-19 CONTACT TRACING STAFFING SERVICES

- I. Task and Timelines
- A. The Contractor shall help to decrease the spread of COVID-19 and contribute to Pennsylvania’s workforce through the recruitment, onboarding, training, and development of a remote contact tracing staff throughout the Commonwealth from August 1, 2020 or the Contract start date, whichever is later, through December 31, 2020.
- B. The Contractor shall provide a remote contact tracing workforce within the Commonwealth from August 1, 2020 or the Contract start date, whichever is later, through December 31, 2020 by provisioning the following resources and capabilities to individuals within 5 calendar days of their hiring date.
- i. Contractor shall deploy computing devices for the term of the Contract, with encrypted hard drives, disabled read/write capabilities, antivirus software, and USB headsets.
 - ii. Contractor shall provide high-speed internet connectivity to provide stable access throughout the term of the Contract.
 - iii. Contractor shall use personnel management system for daily operations ensuring reporting and integration with any contact management system utilized by the Pennsylvania Department of Health (“DOH”).
 - iv. Contractor recognizes and accepts that the contact tracing workforce will have access to personal health information of contact tracing subjects and must ensure that and all other such information related to the services being provided must be kept confidential and secure.
- C. The Contractor shall rapidly scale resources, training, and infrastructure to accommodate the need of contact tracing staff as designated by the Commonwealth throughout the term of the Contract or through December 31, 2020.
- i. There is no minimum-required number of staff to engage with the Contractor.
 - ii. Total Contact Tracers can be increased or decreased throughout the term of the Contract, with the Contractor providing recommendations to the DOH based on throughput, performance management, and forecasting on a regular basis. This ongoing reporting will assist the Contractor and DOH to adjust timelines, total numbers of resources needed, add or remove training criteria, and make other adjustments to meet program objectives. Any such adjustments shall be accepted in writing by the Contractor and DOH within 10 days of receipt and shall be reflected in the project plan. In the event the adjustments are not mutually accepted by either party within that 10-day period, the parties will meet to review the suggested adjustments and mutually resolve any concerns.
 - iii. The Contractor shall work with the DOH to tailor operating hours to specific needs, accommodating changes in coverage to address specific event-related demand cycles.
 - iv. The Contractor shall work with the DOH to quickly mobilize a staffing program in order to best meet the following estimated timelines:

- a. By August 3rd, or within 21 days of work beginning, the Contractor shall onboard the Operations and Training Team Members from the Program Leadership Team, as designated by DOH and Contractor.
 - b. By August 10, or within 28 days of work beginning, the Contractor shall onboard the first round of supervisors and care resource managers, as designated by DOH and Contractor.
 - c. By August 17, or within 35 days of work beginning, the Contractor shall onboard 250 contact tracing staff team members.
 - d. After the initial 250 contact tracing staff members are hired, additional resources will be hired every two weeks or on a timeline as designated by DOH and Contractor. The expected onboarding of additional resources will not exceed the rate of 1,000 resources per 6-week period.
 - e. Any deviations from this schedule will be addressed by the change provisions in Paragraph V.41 of Exhibit A.
- D. The Contractor shall fully manage all aspects as defined herein of the contact tracing staffing solution from August 1, 2020 or the Contract start date, whichever is later, through December 31, 2020 with a team which includes operational and program leadership, supervisors, and dedicated trainers.
- a. As part of this solution, the Contractor shall provide a Program Leadership Team to manage resource performance, adherence and training, continual improvement, and overall program supervision.
 - b. The Contractor shall offer a comprehensive deployment of resources to support the needs of the program from August 1, 2020 or the Contract start date, whichever is later, through December 31, 2020.
 - c. The Program Leadership Team is estimated to be comprised of the following positions in order to accommodate the estimated maximum number of contact tracers (4,000):
 - i. Up to one (1) Dedicated Program Manager
 - ii. Up to seventy-five (75) Dedicated Recruiters
 - iii. Up to four thousand (4000) Contact Tracers
 - iv. Up to eight (8) Operations Managers
 - v. Up to eight (8) Resource Managers
 - vi. Up to eighty (80) Supervisors
 - vii. Up to forty (40) Social Support Coordinators
 - viii. Up to five (5) Trainers
 - ix. Up to one (1) Business Intelligence / Reporting Specialist
 - d. After the maximum number of contact tracers has been reached (4,000), PA DOH and the Contractor will determine a plan to obtain any additional resources required.
 - e. As the support program is launched and real-time information can be assessed, the Contractor shall more closely collaborate with DOH on the optimal support ratio to provide the optimal levels of service with the most reasonable support team proportions
 - f. The Program Leadership Team shall be responsible for monitoring that procedures are trained and understood, services are delivered in a consistent and compliant

method, and all documentation requirements satisfy both accuracy and completeness goals, as defined in this Statement of Work.

- g. The Program Leadership Team shall work collaboratively with DOH staff to provide a program that is responsive to DOH needs. The Program Leadership Team and DOH will work together to establish supervision responsibilities required from both parties for contact tracing team members.
- h. The Program Leadership Team shall engage with DOH and ensure that all COVID training contents are shared with contact tracing staff team, including those that are designated by DOH as mandatory for contact tracers. This engagement may include the following:
 - a. Mandatory DOH Training on Contact Tracing
 - b. Ongoing mandatory DOH Training on Contact Tracing
 - c. DOH training on Sara Alert and other contact management systems in operation
 - d. DOH training on engaging with vulnerable communities and individuals who have faced trauma
 - e. DOH training on the collection of Sexual Orientation and Gender Identity (SOGI) data, racial and ethnic identity data, and other sensitive information

For the avoidance of doubt, in no event will Contractor be required to develop COVID-specific training contents. All COVID-specific training requirements, guidelines, and materials will be provided by the DOH.

- E. The Contractor shall work closely with DOH to implement a comprehensive recruitment effort that is focused on outreach to displaced employees, including first responders and healthcare workers, and underserved communities as designated by DOH or agencies with which it is affiliated. DOH will provide information on individuals or entities that could be prioritized for recruitment efforts. These efforts shall continue, as needed, to fulfill the needs of the contact tracing program, from August 1, 2020 or the Contract start date, whichever is later, through December 31, 2020.
 - Contractor's recruiting efforts shall focus on screening and hiring of talent exclusively within the Commonwealth of Pennsylvania, directing vital and meaningful employment to the communities being supported by DOH with Contact Tracers from within those same areas.
 - The Contractor shall work with DOH to monitor that all practices align with DOH's established commitment to non-discriminatory and inclusionary practices.
 - Contractor agrees to focus its best recruiting efforts to hire according to the terms herein. The DOH acknowledges and agrees however that Contractor is not held to exclusively hiring from the specified populations to allow Contractor to meet the required staffing needs of the DOH. Contractor shall document efforts to recruit and hire from the specified populations and include such efforts in the weekly acceptance reports set forth in II.A Acceptance of this Statement of Work.

- F. The Contractor shall engage with DOH to understand entire workflow and operational environment while helping identify opportunities to add value to existing operations through additional Contact Tracer capacity, training scenarios, or complimentary / transferrable services.
- G. The Contractor shall prioritize team member involvement, commitment, and development through continuous feedback, coaching and reinforcement -- starting at the beginning of the process in August 1, 2020 or the Contract start date, whichever is later, and continuing through December 31, 2020.

II. Acceptance

- A. The Commonwealth will review a report provided each week by Contractor summarizing the hours worked by each resource. On a weekly basis, the Commonwealth will provide written acceptance of the report. By providing written acceptance of the report, the Commonwealth provides acceptance for all work performed towards the scope of the entire project during these hours. The parties agree this shall be the sole acceptance criteria for this Statement of Work.

III. Term

- A. This Statement of Work is effective as of the Effective Date of the Contract, as set forth in the Contract Terms and Conditions, Exhibit A to the Contract, and shall terminate on December 31, 2020 unless otherwise agreement upon by the parties in writing. This contract will have the option for one additional three- month renewal and one additional four-month renewal.

IV. Fees

- A. The Contractor will be compensated on a Time and Materials (“**T&M**”) basis for the services outlined in this Statement of Work. The Commonwealth will remit payment for all hours worked in accordance with the chart below. The Contractor will invoice the Commonwealth on a weekly basis for all hours worked and the Commonwealth shall remit payment to the Contractor in accordance with Paragraph V.19 of the Terms and Conditions (Payment) as set forth in Exhibit A to this Contract.

Insight Global Managed Services Pandemic Contact Tracing Proposed Roles and Rates				
Resource Count (*Up to)	Pennsylvania Based Resources		5-Month Term	
	Role Title	Hourly Bill Rate	Estimated Total Hours	Estimated Total Cost
1	Program Manager	No Charge	832	\$0.00
75	Dedicated Recruiter	No Charge	26400	\$0.00
2	Operations Manager	\$86.95	1664	\$144,684.80
2	Resource Manager	\$47.43	1664	\$78,923.52
20	Supervisor	\$37.52	16640	\$624,332.80
250	Contact Tracer - Wave 1	\$31.65	198000	\$6,266,700.00
250	Contact Tracer - Wave 2	\$31.65	178000	\$5,633,700.00
250	Contact Tracer - Wave 3	\$31.65	160000	\$5,064,000.00
250	Contact Tracer - Wave 4	\$31.65	140000	\$4,431,000.00
10	Social Support Coordinator	\$47.43	8320	\$394,617.60
2	Trainer	\$44.26	4160	\$184,121.60
1	BI / Reporting	\$94.85	832	\$78,915.20
Estimated Program Total:				\$22,900,995.52

[Table assumes start date of August 10, 2020 for Management, Supervisor, Social Support Coordinator, Trainer and BI / Reporting roles, and start date of August 17, 2020 for Contact Tracer Wave 1, followed by Waves 2 – 4 each subsequent two weeks, for service through Wednesday, January 6, 2021]

V. Conversion

A. If the Commonwealth, directly or indirectly hires, employs, or otherwise engages any Contractor resource performing work for the Commonwealth under this Statement of Work prior to the Contractor resource completing ninety (90) days of continuous service, the Commonwealth shall pay to the Contractor a placement fee of twenty-five percent (25%) of the Contractor resource's expected annual salary upon hire.

VII. Limitation of Liability

A. In no event will either party to this Contract be liable for incidental, consequential, punitive, indirect or special damages, including, without limitation, interruption or loss of business, profit or goodwill. In no event shall Contractor's liability to the Commonwealth exceed twenty million dollars (\$20,000,000), whether arising from an alleged breach of this Contract, an alleged tort or any other cause of action.

VII. Assumptions

A. Should any Contractor resource work over forty (40) hours per week and Contractor is legally responsible to provide overtime compensation to the resource, overtime will be billed to the

Commonwealth at a rate of one and a half (1.5) times over the standard bill rate. Contract shall make all efforts to ensure that overtime is limited. All overtime must be included in the weekly acceptance report.

B. Contractor shall be compensated by the Commonwealth for such reasonable and necessary travel and expenses as necessary for performance of this Contract in accordance with Commonwealth Policy.

VIII. Attachments

This Statement of Work incorporates the DOH HIPAA requirements as Attachment 1 to this Exhibit B.