Phase-I Data Analytics

Statement of Work

April 2024

Presented to:

Brio Living Services

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1. EXECUTIVE SUMMARY

ThriveWell Tech is pleased to present Brio Living Services with this Statement of Work (SOW) to provide technology consulting services related to Data Engineering and analytics. The purpose of this project is to design, develop, and implement a robust data engineering solution to address the data ingestion, processing, analysis, and visualization needs of Brio Living Services. The solution will involve extracting, transforming, and loading (ETL) data from various sources into a centralized data warehouse or data lake, ensuring data quality, and enabling efficient reporting.

This SOW shall be governed by the terms and conditions described in the Master Services Agreement Terms and Conditions between both parties executed, May 5, 2023.

2. GOALS AND OBJECTIVES

The goal(s) of this SOW is to design, develop, and implement a robust data engineering solution to address the data processing, analysis, and visualization needs of Brio Living Services.

This SOW will focus on Phase-I which will entail ingestion from the following Data Sources:
1. PointClickCare (PCC)
2. SAGE
3. PCO for PACE
4. ADP
5. MatrixCare for Home Health and Hospice

This SOW also covers producing the following reports:
1. Daily Occupancy Report
2. Headcount Report
3. Operating Ratio Report
4. Payer Mix Report
5. HR Recruitment Report
6. Hospital Readmissions Report
7. HR Budget to Paid Earnings

3. SCOPE OF SERVICES

The following project tasks will be performed under this SOW:

Requirements Gathering:
- Conduct meetings with stakeholders to understand in detail, data sources, business requirements, and desired outcomes.
- Document functional and non-functional requirements for the data engineering solution.
- Data Source Analysis and Integration:
    - Identify and analyze relevant data sources including databases, APIs, files, and streams.
    - Develop connectors or scripts for extracting data from these sources, including custom Robotic Process Automation (RPA) based solutions if needed/ warranted.

- Implement data ingestion pipelines to integrate data into the target storage, like Amazon Web Services (AWS) cloud-based data warehouse.

Data Transformation:

- Design data transformation logic to standardize, clean, and enrich the incoming data.
- Implement transformation processes using appropriate tools and technologies such as Apache Spark, Apache Beam, or custom scripts.
- Handle schema evolution and data versioning to accommodate changes in source data structures.

Data Storage and Management:

- Design the data storage architecture considering scalability, performance, and cost.
- Implement cloud-based data storage solutions such as a data warehouse, data lake, or NoSQL databases and host the data in AWS Cloud.
- Define data partitioning, indexing, and optimization strategies for efficient data access.

Data Quality Assurance:

- Develop data quality checks and validation rules to ensure the accuracy, completeness, and consistency of the data.
- Implement monitoring and alerting mechanisms to identify and address data quality issues in real-time.

Develop and Deploy Reports:

- Ingest the data from the multiple data sources using available pipelines, transform it, and load into Amazon Web Services (AWS) cloud-based data warehouse.
- Design, develop, test, and incrementally publish/ deploy the reports identified and mutually agreed upon during the planning stage, using industry standards, organization standard, as well as user-defined metrics, after end-user testing and approval using Amazon QuickSight visualization tools.
- Provide initial user training and user instructional and use manuals.
- Maintain the deployed reports, as an ongoing Data Analytics as a Service for 36 months.

    Important Note: Once the above reports are delivered, the team will partner with Brio Living Services to solicit requirements for further phases that would cover additional data sources, reports, and/ or capabilities, such as predictive analytics, and other AI-powered functionalities. **This phase will be subject to a new agreement to be scoped and priced separately**.

Major changes to data sources and/ or requirements to reports already developed, accepted, and deployed during the 36 months may trigger a change order clause.

4. TIMELINE

The estimated duration of the project is 8 months, with milestone deliverables scheduled as follows:
- Requirements Gathering and Analysis will be one-time activity: approximately 4.5 weeks.
- Data Storage Design and Mapping: Approximately 4 weeks.
- The rest of the Development task will be incremental approximately 1 month per report.

Month	1	2	3	4	5	6	7	8	.	.	.	.	.	44
Requirement Gathering	█													
Data Storage Design		█												
Report Development 1			█											
Report Development 2				█										
Report Development 3					█									
Report Development 4						█								
Report Development 5							█							
Report Development 6							█							
Report Development 7								█						
Data Quality Assurance		█	█	█	█	█	█	█	█	█	█	█	█	█
Maintenance & Support								█	█	█	█	█	█	█

5. COST ESTIMATES

The following cost estimates are based on our current understanding of industry best practices and our history with similar projects. Total estimated consulting cost, before out-of-pocket expenses, is **$380,000.00**. Brio Living Services will be immediately informed of any material changes to cost estimates that are uncovered for review and consideration. No additional work will be undertaken without the consent of Brio Living Services' leadership.

Initial Fee Upon SOW Signing	**$50,000.00**
Monthly Recurring Charge (MRC) – for <u>44</u> Months (8 Months for development + 36 months of support post deployment of all 7 reports)	**$7,500**
Total Amount	**$380,000.00**

6. ASSUMPTIONS

- This SOW defines the deliverables and scope associated with ThriveWell Tech's consulting services for this work.
- Brio Living Services Project Team Members will be readily accessible as required for meetings, collaboration efforts, reviews, input, and other tasks as required for project success.

- All data ingested into the data lake and data environment shall remain the property of Brio Living Services. Thrivewell Tech shall have rights to use this data – in an anonymized manner – to develop Advanced Analytics, like predictive models, and conduct industry-based research and analysis that would benefit Brio Living Services as well as the industry.
- ThriveWell Tech consulting services will be performed during business working hours, Monday through Friday, 8:00 a.m. to 6:00 p.m., Eastern Time or as reasonably agreed upon by both ThriveWell Tech and Brio Living Services.
- ThriveWell Tech recognizes the following major holidays and will not schedule any ThriveWell Tech staff to conduct project work during these days – New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Day.
- To reduce travel expenses, ThriveWell Tech will attempt to conduct meetings, training, and other project collaboration sessions through virtual meeting webinars.
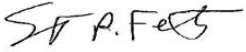
7. SOW ACCEPTANCE

All consulting services outlined in this SOW will be provided on a fixed firm price basis. Total estimated consulting cost, before out-of-pocket expenses, is $370,448.00. Brio Living Services will also reimburse ThriveWell Tech for travel, lodging, meals, and other out-of-pocket expenses incurred by ThriveWell Tech associates during the engagement. These expenses will be billed directly at cost.

Offered by: ___Nick Patel, President ThriveWell Tech_____

ThriveWell Tech

Signature: _____

Date: ___4/23/2024_____

Accepted by: ___Stephen Fetyko, President and CEO_____

Brio Living Services

Signature: _____

Date: ___4/15/2024_____