Scope of Services

The following scope of services shall apply based on the deliverable(s) stated herein:

* Spectrum Health & Human Services will provide [Vendor] with facility access and an adequate on-site workspace as needed throughout the project timeframe.
* Spectrum Health & Human Services will provide staff availability to participate in Project activities upon coordination, including a technical or lead person for preliminary on-site data gathering and implementation planning.
* Spectrum Health & Human Services will make their subject matter experts available to coordinate with [Vendor] (on-site or off-site) to assist with delivering the service if needed.
* Spectrum Health & Human Services will provide [Vendor] with appropriate access to host systems and network(s) involved, including user access and passwords as necessary to deliver the service.
* Spectrum Health & Human Services is responsible for providing the necessary software media and licensing required to complete the Project.
* Spectrum Health & Human Services has internet access with adequate commercial bandwidth required to complete the Deliverables stated herein.
* Spectrum Health & Human Services will provide the required power, network cabling, and rack space for any or all of the components required to complete the Deliverables.
* The installation and/or configuration of hardware and/or software not listed on the attached Bill of Materials or stated within the deliverables shall be considered added within the scope of work and are subject to renegotiation or agreed upon.
* Work requiring a network service outage will be scheduled during a customer-approved maintenance window.
* [Vendor] will provide recommendations or offer remediation of pre-existing system issues or problems with the network with approval or change notice process.
* [Vendor] is responsible for troubleshooting or remediating any other integrations with the new incoming equipment.
* [Vendor] will provide only the Deliverables stated herein within this Project's Scope. Additional Deliverables can be added via an authorized Project Change Notice or as a separate engagement.
* Work will be completed during normal business hours, Monday through Friday, from 8 am to 4 pm unless otherwise stated by Spectrum Health and Human Services.
* Knowledge transfer or formal training is required by the [Vendor].
* All other authorized agreements must be completed before accessing sensitive data and/or equipment exposing data or network information. (i.e., Business Associate Agreements will be required.)