

Service Definition: SilverCloud® by Amwell® Statement of Work
Order Number - [SFIDXXXX]

Sample

Actual Statement of Work will be created with Customer

The Statement of Work automatically commences from contract signature and is the Service Initiation date for the purposes of annual subscription renewal date. The below services are included as part of the annual Software-as-a-Service subscription.

SECTION A: BRIEF DESCRIPTION OF THE SILVERCLOUD BY AMWELL SERVICE BEING DELIVERED

1.1 [Insert description here]

SECTION B: COVERAGE

2.1 The following Customer organisations will have access to the Services outlined in this Statement of Work:

- (i) [List NHS service name and ODS Code]
- (ii) [List NHS service name and ODS Code]
- (iii) [List NHS service name and ODS Code]
- (iv) [List NHS service name and ODS Code]

SECTION C: AUTHORISED USERS

3.1 The following are Authorised Users of the Services:

Authorised Users

Employees	☐
Volunteers	☐
Consultants	☐
Contractors	☐
End Users	☐

“Professional Users” shall include from 3.1 above at minimum Employees and excludes all End Users.

3.2 Only Professional Users of the Customer will have access to the deliverables outlined in the Statement of Work.

- 3.3 The Statement of Work and access to the deliverables are limited to the named organisations as they provide services at the time of contract signature. For the avoidance of doubt, this is approximately [XXXXXX] referrals per year.
- 3.4 If there is a significant change of scope of services provided by the named organisations or an actual or anticipated increase in referrals by +/- 10% then a contract review will automatically take place and a Contract Variation process will occur. Failure to notify the Service Provider of such change is considered a breach of contract.
- 3.5 The programmes detailed in Section E, 5.1 of the Statement of Work will be delivered [unsupported/supported/both supported and unsupported].
- 3.6 Where applicable, coaching support for End Users will be provided by [Customer's trained staff, Third Party, Amwell, or Not Applicable].

SECTION D: SERVICE DATES

Contract Duration:

Services Estimated Start Date: [Insert Date]

Services Estimated End Date: [Insert Date]

Implementation Estimated Start Date: As per the Services Start Date

Implementation Estimated End Date: [Insert Date]

- 4.1 The short-stop date (estimate) for availability of platform will be: [Date]
- 4.2 The long-stop date (no later than) for availability of platform will be: [Date]
- 4.3 The long-stop date for completion of training will be: [Date]
- 4.4 Any delays from the Customer in arranging training will not change the availability of the platform.
- 4.5 Any delays will not change the 12-month renewal unless directly and solely caused by the Service Provider.

SECTION E: DELIVERABLES

5. Programme Bundles

- 5.1 The specific bundle of programmes to be included in the SilverCloud by Amwell platform licence will be defined and documented in the Call Off Contract.
- 5.2 The availability of SilverCloud by Amwell programmes is subject to change; the addition or removal of programmes during the contract term will not have an impact on the annual subscription fees. For the avoidance of doubt, there are no refunds or discounts for the removal of programmes nor are there any charges payable for additional programmes being made available during the contract term.

6. Service Levels

- 6.1 All hosting and infrastructure requirements to deliver the Services are set out in Part 1 – Service Levels of Schedule 2 of the Agreement.

7. Implementation, Setup, and Configuration Support

- 7.1 Implementation will follow the standard implementation as defined here:
<https://silvercloud.zendesk.com/hc/en-gb/categories/360001653173-Service-Implementation>
- 7.2 The standard implementation time is up to eight weeks, depending on Customer's availability of staff to be trained and information being supplied.
- 7.3 Customer will review and complete the Implementation Playbook (sent separately) ahead of the implementation start date.
- 7.3 The Service Provider's Implementation Project Manager and your single point of contact for the implementation will be XXX. Service Provider may change the Implementation Project Manager by providing Customer reasonable advance written notice.
- 7.4 The Customer should assign an Implementation Lead, responsible for coordinating the implementation of the SilverCloud by Amwell platform with the Customer's organisation.
- 7.3 The following configuration will be setup during implementation, if left blank then it will default to 'not required':

Standard Deployment Model	QTY	Notes
Customised platform: URL, customer logo, self-sign-up page, pin/email domain access, standard questionnaires, risk alerts and pathway, demographics capture, Teams	1	All customisations are optional
Integration: PCMIS or iaptus		Manual integration only
Training: Live, virtual and eLearning		Live (virtual): One session per quarter eLearning: Unlimited platform access

Additional charges will apply for services required outside of our standard deployment model; examples are set forth below. Pricing is available on request.

Additional Chargeable Services	Notes
Onsite Training	Training at the customer's site or other preferred location (price provided upon request)
Service Design	Support from subject matter expert(s)
Additional Platform Implementations	>1 new platform instance

Additional Chargeable Services	Notes
Non-Standard Questionnaires	Any questionnaires not already existing on the platform
Software Integration	Self-referral integration for iaptus or PCMIS (Standard, may not incur additional cost) ACCESS RIO integration (price on request)
Other Software Integration	Any other case management system not mentioned in the system integration
Single Sign-On	Dependent on the API availability of the customer's system
Custom Data Extract	Where data extracts are required to enable specific MI requirements
Platform Migration	Migration of existing platform data to new platform during contract period
Bespoke Marketing/Promotional Materials	Anything outside of our standard marketing templates

- 7.4 Any changes to the above may incur delays and additional charges.
- 7.5 Availability of the SilverCloud by Amwell platform is independent of training being completed and is subject to the Customer providing relevant information and specification in a timely manner. Any delays will be communicated to the Customer's project team.

8. Customer Success Support

- 8.1 The Customer will have access to the Amwell Customer Community, a centralized resource for Amwell materials such as release notes and product information, system and network requirements, training assets, and engagement materials.
- 8.2 The Customer will have access to platform usage reports that provide information on user satisfaction, number of users using the SilverCloud by Amwell platform, breakdown of program usage, percentage achieving recovery and reliable change, and other metrics, if applicable.

9. Training

- 9.1 The Service Provider will make available live, quarterly trainings that Professional Users/Supporters may attend virtually.
- 9.2 The Service Provider will make available on-demand online training and resources.

10. Technical Support

- 10.1 First line technical support will be provided by the helpdesk (Zendesk).
- 10.2 The helpdesk is available in accordance with the Terms and Conditions. Technical support by email will be available as per Part 1 – Service Levels of Schedule 2 of the Terms and Conditions.

SECTION F: NOT USED

SECTION G: EXCLUSIONS

The following exclusions apply to this Statement of Work:

11.1 BLANK

11.2 BLANK

SAMPLE