

# Iron Bow CLINiC On-Site Installation

## Service Overview

Iron Bow will perform on-site installation for each Iron Bow CLINiC. This includes installing the CLINiC on the Customer selected mounting option. Iron Bow will assemble and test the CLINiC as well as provide usage training.

## CLINiC Installation Tasks

- J Unbox CLINiC and associated peripherals
- J Assemble CLINiC, supporting peripherals and attach to Customer selected mounting options
- J Connect CLINiC to Customer AC power
- J Connect CLINiC to Customer provided wired network
- J Verify successful power-up and self-test
- J When applicable, create an Iron Bow Cloud Video Endpoint account
- J When applicable, register CLINiC to the Iron Bow Cloud Video Endpoint account

## CLINiC Training

Iron Bow will conduct training for Originating Site staff on the use of the CLINiC. Training will consist of an hour of instruction and hands-on experience. Training will be conducted immediately following the CLINiC installation. If training has to be delayed for any reason, additional training may be procured through a Project Change Request for additional charges. At a high level the training will cover:

- J Power on of CLINiC and associated components
- J Review operation of Telehealth control panel
- J Establish successful test video teleconference
- J Advise on proper storage of the CLINiC when not in use

## Customer Responsibilities

The Customer shall:

- J Provide appropriate wired network access.
- J Provide necessary power
- J Receive and store all equipment prior to installation
- J Be responsible for all permanent mounting options. This could include, but is not limited to, arms and wall mounts.
- J Dispose of all packing materials
- J Provide all information necessary for Iron Bow to deliver timely and professional service
- J Perform other reasonable activities to help Iron Bow identify or resolve problems, as requested by Iron Bow
- J Perform any tasks not specified as Iron Bow responsibilities

If the Customer does not act upon the specified Customer responsibilities, at Iron Bow's discretion, Iron Bow will not be obligated to deliver the services as described.

## Limitations

The following activities are excluded from this service:

- J Troubleshooting related to the internet connection between the Customer site and the internet service provider
- J Services required due to failure of the Customer to take avoidance action previously advised by Iron Bow
- J Services that, in the opinion of Iron Bow, are required due to improper treatment or use of the product, including product damage
- J Services that, in the opinion of Iron Bow, are required due to unauthorized attempts by non-Iron Bow personnel to install, repair, maintain, or modify hardware, firmware, or software

Iron Bow retains the right to determine the final resolution of all opened cases.

## General Assumptions and Terms

- J Proprietary and Confidential

This proposal includes data that shall not be disclosed outside of the Customer organization and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than to evaluate this proposal or quotation.

- J Scheduling

All work must be scheduled with the Iron Bow Project Manager in writing at least ten business days prior to the desired project start date. Actual start dates may vary based on staff, equipment delivery, and other resource availability. Changes to the project start date or the schedule in general must be requested one week in advance of the previously agreed start date. Changes in schedule may result in additional airfare and lodging charges.

- J Period of Performance

The period of performance for project services is (6) months from signature or receipt of purchase order.

- J Place of Performance

This project will be performed at the customer site as specified in solution design meeting

- J Working Hours

Working hours of 8:00am – 5:00pm, Monday – Friday, are assumed for this project, with all work to be performed so as to minimize interference with normal facility functions. Some tasks may require working outside regular working hours; however, normal working hours are assumed for the bulk of this project. Cut overs will be scheduled for afterhours.

- J Single Point of Contact

The Customer shall provide a single point of contact (POC) to work with the Iron Bow Project Manager for any pre-project preparation and for coordination during the life of the project. This individual will be responsible for any Customer requirements identified in this SOW, and will participate in the PIM, PSMs, and other meetings. Additionally, the Customer POC will work with Iron Bow on schedule coordination and approval, will participate in Project Acceptance Testing and Project Close-out. This individual will also be available on a regular, ad hoc basis to resolve any site logistical issues that may hinder progress. The Customer POC will be the only Customer representative authorized to approve change orders to this SOW on behalf of the Customer.

- J Work Area

The Customer will provide Iron Bow engineers with a suitable workspace that includes standard power, a phone with outside dial and long distance capability, and an Ethernet network connection that includes Internet connectivity. The Customer will provide building and work area access via key or keycard to all pertinent areas, or will provide a full-time escort to those areas. Delays due to access or workspace issues may result in additional charges.

- J System Access

Unless otherwise mutually agreed, Iron Bow will retain sole access to the new system components until Test and Acceptance has been completed. The Customer shall not access the system or make configuration changes without the written approval of the Iron Bow Project Manager.

#### ) Site Access and Security Requirements

The Customer shall provide written guidance regarding any security requirements for access to facilities, systems, and networks. The guidance should outline all of the security requirements associated with information, networks, or systems being accessed. Federal Government customers will provide security guidance in accordance with Federal Acquisition Regulation (FAR), specifically FAR clause 52.204-2, Security Requirements and FAR Subpart 4.4 – Safeguarding Classified Information within Industry by providing a Form DD254. Iron Bow will follow the security guidance provided and will coordinate all security requirements through our Corporate Security Office and Corporate Security Officer. The security requirements specified will be provided, and extend to, all subcontractors and will cover the entire period of performance including the full warranty support period for the solution provided.

#### ) Manufacturer Support Contracts

The Customer shall provide to Iron Bow engineers access to any applicable manufacturer technical support contracts for the duration of the project. This access will be used solely for the purpose of supporting Customer systems related to this project.

#### ) Service Interruptions

Planned outages may be required in order to fully implement the system identified in this SOW. Iron Bow will schedule any required outages for a mutually agreed time with the Customer. In some instances, unplanned outages may occur that may or may not be the fault of Iron Bow. The Customer will not hold Iron Bow accountable for damages related to such outages.

#### ) Design Assumptions

Before beginning any work, Iron Bow will inspect all areas to ascertain that the proposed work can be accomplished. If any areas have accessibility issues, it may be necessary to modify our suggested design. Iron Bow will provide notification if we discover any problems that will require work over and above that which is included in this proposal.

#### ) Hazardous Materials

Should hazardous materials be encountered during execution of this SOW the Customer will be immediately notified in a Project Issue Report. Iron Bow will work with the Customer on revising the schedule to allow time to address the issue and provide a suitable work environment. Iron Bow assumes no responsibility for the mitigation, abatement, or transportation of hazardous materials outside what is specifically addressed in this SOW.

#### ) Customer Furnished Equipment

The Customer will be responsible for maintaining the proper environment, including utilities and site requirements necessary for the system to function properly as specified by the OEM. The Customer will operate the system in accordance with the instruction manual provided by the OEM.

#### ) Current Infrastructure

The Customer ensures that the current network environment is stable and that software revisions on any applicable network or systems components are sufficient to support the introduction of the components identified in this SOW. The Customer shall provide all necessary site configuration information, drawings, and passwords as identified in the Project Services section(s) above. The Customer will ensure that any existing equipment that may be involved in this project is properly backed up prior to project start.

#### ) Power and Environmental Requirements

The Customer shall ensure that electrical power with the appropriate interface and current rating is provided prior to the date of installation. The Customer will additionally ensure that all other environmental requirements are satisfied, including temperature control, safety, and security.

#### ) Equipment

The Customer shall receive, sign for, inventory, and store all equipment at the Customer-designated location prior to the start of the project. Any visible damage due to shipping shall be immediately reported to the shipper and to the Iron Bow Project Manager. The Customer will dispose of all boxes at the conclusion of the project.

## J Circuits

The Customer's network and internet connectivity must provide sufficient bandwidth, quality of service and firewall traversal capability at the point at which the endpoint will connect. In order to verify functionality prior to purchase, the Customer must run a network evaluation test using an application provided by Iron Bow. Achieved call quality is dependent upon the selected call rate with a maximum call rate of 1.5 mbps. Internet access with a dedicated / prioritized speed of at least 1366 kbps per endpoint (up and down) is recommended for high definition video conferencing. Actual bandwidth required on non-dedicated network segments will vary based on the individual traffic characteristics of those segments. Any new circuits required to implement this solution will be installed and ready for use prior to the start of this engagement.

## J Site Readiness

Failure to establish operational functionality because Customer responsibilities were not met or non-Iron Bow vendors have not met their responsibilities (unless under an Agency Agreement) may result in a change to the project pricing and/or schedule in order to satisfy the project objectives outlined in this SOW.

## Contact Information

For general inquiries or to order service, please contact:

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