

**AGREEMENT
IN CONNECTION WITH
New Jersey State Waiver No. 49-21-DOH (AO-049) Supplement No. 4**

This Agreement is made effective as of _____, by and between Xtend Healthcare LLC (“Contractor”), whose address is 90 Volunteer Drive, Suite 200, Hendersonville, TN 37075, and the State of New Jersey, Department of the Treasury, Division of Purchase and Property, whose address is 33 West State Street, 8th Floor, P.O. Box 039, Trenton, New Jersey 08625-0039, on behalf of the State of New Jersey, Department of Health, Management and Administration (collectively, the “State,” and collectively with Xtend Healthcare LLC, the “Parties”).

WHEREAS, on May 19, 2021, the Parties have agreed to an Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 1 (Amendment No. 1);

WHEREAS, on October 14, 2021, the Parties have agreed to an Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 2 (Amendment No. 2);

WHEREAS, on October 14, 2021, the Parties have agreed to an Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 3 (Amendment No. 3);

WHEREAS, on April 4, 2022, the Parties have agreed to an Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 4 (Amendment No. 4);

THEREFORE, for good and valuable consideration, the Parties to this Agreement hereby agree as follows:

1. The Parties agree the agreement between Xtend Healthcare LLC and the State consists of the following documents (which shall be collectively referred to as the “Contract”):
 - A. This Agreement;
 - B. The State of New Jersey Standard Terms and Conditions (Rev: 11/12/2020), signed on **December 23, 2020** (“Standard Terms and Conditions”), as amended by the Waivered Contracts Supplement to the State of New Jersey Standard Terms and Conditions (Rev: 6/14/2018), signed on **December 23, 2020** (“Waivered Contracts Supplement,” and collectively with the Standard Terms and Conditions, “Terms and Conditions”); and
 - C. Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 1, dated May 19, 2021, signed by XTend Healthcare LLC, and attached hereto.
 - D. Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 2, dated October 14, 2021, signed by XTend Healthcare LLC, and attached hereto.
 - E. Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 3, dated October 14, 2021, signed by XTend Healthcare LLC, and attached hereto.
 - F. Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 4, dated April 4, 2022, signed by XTend Healthcare LLC, and attached hereto.

In the event of a conflict in the terms and conditions among the documents comprising the Contract, the above order shall prevail for purposes of the interpretation thereof (listed from highest ranking to lowest ranking). For the avoidance of doubt, the Terms

and Conditions shall prevail over any other terms not otherwise amended by a written agreement signed by the Parties.

2. The Parties agree to extend the terms and conditions in the New Jersey State Waiver No. AO-049 Amendment No. 4, till April 30,2022.
3. Xtend Healthcare LLC confirms that Amendment No. 4 is under the same terms and conditions mutually agreed upon in the New Jersey State Waiver No. AO-049 on March 24, 2021.
4. The Parties agree hereto this Agreement may be executed in counterparts, with each original signed page to become part of the original document.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the date of execution by the parties below.


Xtend Healthcare LLC.

**STATE OF NEW JERSEY
Department of the Treasury
Division of Purchase and Property**

By: 
DocuSigned by:
07734C7AA05D46A...
 Name: Mike Morris
 Title: President & CEO
 Date: 4/5/2022

By: Amy F. Davis
 Name: Amy F. Davis
 Title: Associate Deputy Director
 Date: April 21, 2022

**STATE OF NEW JERSEY
Department of Health
Management and Administration**

By: 
 Name: Eric Anderson
 Title: CFO
 Date: 4-5-2022

Approved as to Form:

MATTHEW J. PLATKIN
Acting Attorney General of the State of New Jersey

By: Roza Dabaghyan, DAG
Roza Dabaghyan
Deputy Attorney General

**AGREEMENT
IN CONNECTION WITH
New Jersey State Waiver No. 49-21-DOH (AO-049) Supplement No. 3**

This Agreement is made effective as of _____, by and between Xtend Healthcare LLC (“Contractor”), whose address is 90 Volunteer Drive, Suite 200, Hendersonville, TN 37075, and the State of New Jersey, Department of the Treasury, Division of Purchase and Property, whose address is 33 West State Street, 8th Floor, P.O. Box 039, Trenton, New Jersey 08625-0039, on behalf of the State of New Jersey, Department of Health, Management and Administration (collectively, the “State,” and collectively with Xtend Healthcare LLC, the “Parties”).

WHEREAS, on May 19, 2021, the Parties have agreed to an Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 1 (Amendment No. 1);

WHEREAS, on October 14, 2021, the Parties have agreed to an Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 2 (Amendment No. 2);

WHEREAS, on October 14, 2021, the Parties have agreed to an Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 3 (Amendment No. 3);

THEREFORE, for good and valuable consideration, the Parties to this Agreement hereby agree as follows:

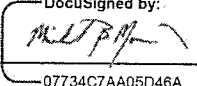
1. The Parties agree the agreement between Xtend Healthcare LLC and the State consists of the following documents (which shall be collectively referred to as the “Contract”):
 - A. This Agreement;
 - B. The State of New Jersey Standard Terms and Conditions (Rev: 11/12/2020), signed on **December 23, 2020** (“Standard Terms and Conditions”), as amended by the Waivered Contracts Supplement to the State of New Jersey Standard Terms and Conditions (Rev: 6/14/2018), signed on **December 23, 2020** (“Waivered Contracts Supplement,” and collectively with the Standard Terms and Conditions, “Terms and Conditions”); and
 - C. Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 1, dated May 19, 2021, signed by XTend Healthcare LLC, and attached hereto.
 - D. Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 2, dated October 14, 2021, signed by XTend Healthcare LLC, and attached hereto.
 - E. Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 3, dated October 14, 2021, signed by XTend Healthcare LLC, and attached hereto.

In the event of a conflict in the terms and conditions among the documents comprising the Contract, the above order shall prevail for purposes of the interpretation thereof (listed from highest ranking to lowest ranking). For the avoidance of doubt, the Terms and Conditions shall prevail over any other terms not otherwise amended by a written agreement signed by the Parties.

2. The Parties agree to extend the terms and conditions in the New Jersey State Waiver No. AO-049 Amendment No. 3, till January 31,2022.
3. Xtend Healthcare LLC confirms that Amendment No. 3 is under the same terms and conditions mutually agreed upon in the New Jersey State Waiver No. AO-049 on March 24, 2021.
4. Parties agree that the Amendment No.3 is at the pricing established in the Schedule A, attached hereto.
5. The Parties agree hereto this Agreement may be executed in counterparts, with each original signed page to become part of the original document.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the date of execution by the parties below.

Xtend Healthcare LLC.

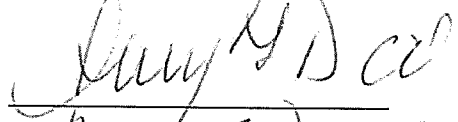
By: 
DocuSigned by:
07734C7AA05D46A...

Name: Mike Morris

Title: President & CEO

Date: 12/3/2021

**STATE OF NEW JERSEY
 Department of the Treasury
 Division of Purchase and Property**

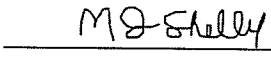
By: 

Name: Amy F. Davis

Title: Asst. Director

Date: 12/14/21

**STATE OF NEW JERSEY
 Department of Health
 Management and Administration**

By: 

Name: Jackie Shelly

Title: Director, Acct & Procurement

Date: 12/3/21

Approved as to Form:

ANDREW J. BUCK
 Acting Attorney General of the State of New Jersey

By: _____
Roza Dabaghyan
Deputy Attorney General

**AGREEMENT
IN CONNECTION WITH
New Jersey State Waiver No. 49-21-DOH (AO-049) Supplement No. 2**

This Agreement is made effective as of _____, by and between Xtend Healthcare LLC (“Contractor”), whose address is 90 Volunteer Drive, Suite 200, Hendersonville, TN 37075, and the State of New Jersey, Department of the Treasury, Division of Purchase and Property, whose address is 33 West State Street, 8th Floor, P.O. Box 039, Trenton, New Jersey 08625-0039, on behalf of the State of New Jersey, Department of Health, Management and Administration (collectively, the “State,” and collectively with Xtend Healthcare LLC, the “Parties”).

WHEREAS, on May 19, 2021, the Parties have agreed to an Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 1 (Amendment No. 1);

WHEREAS, on October 14, 2021, the Parties have agreed to an Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 2 (Amendment No. 2);

THEREFORE, for good and valuable consideration, the Parties to this Agreement hereby agree as follows:

1. The Parties agree the agreement between Xtend Healthcare LLC and the State consists of the following documents (which shall be collectively referred to as the “Contract”):
 - A. This Agreement;
 - B. The State of New Jersey Standard Terms and Conditions (Rev: 11/12/2020), signed on **December 23, 2020** (“Standard Terms and Conditions”), as amended by the Waivered Contracts Supplement to the State of New Jersey Standard Terms and Conditions (Rev: 6/14/2018), signed on **December 23, 2020** (“Waivered Contracts Supplement,” and collectively with the Standard Terms and Conditions, “Terms and Conditions”); and
 - C. Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 1, dated May 19, 2021, signed by XTend Healthcare LLC, and attached hereto.
 - D. Extension Agreement, New Jersey Waiver No. AO-049 Amendment No. 2, dated October 14, 2021, signed by XTend Healthcare LLC, and attached hereto.

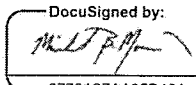
In the event of a conflict in the terms and conditions among the documents comprising the Contract, the above order shall prevail for purposes of the interpretation thereof (listed from highest ranking to lowest ranking). For the avoidance of doubt, the Terms and Conditions shall prevail over any other terms not otherwise amended by a written agreement signed by the Parties.

2. The Parties agree to extend the terms and conditions in the New Jersey State Waiver No. AO-049 Amendment No. 2, till January 31, 2022.
3. Xtend Healthcare LLC confirms that Amendment No. 2 is under the same terms and conditions mutually agreed upon in the New Jersey State Waiver No. AO-049 on March 24, 2021.

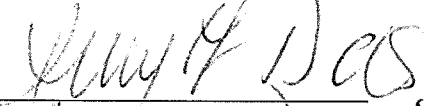
- 4. Xtend Healthcare LLC confirms that Amendment No.2 is at the same pricing established in the New Jersey State Waiver No. AO-049.
- 5. The Parties agree hereto this Agreement may be executed in counterparts, with each original signed page to become part of the original document.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the date of execution by the parties below.

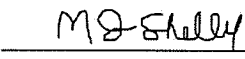
Xtend Healthcare LLC.

By: 
DocuSigned by:
07734C7AA05D46A...
 Name: Mike Morris
 Title: President & CEO
 Date: 12/2/2021

**STATE OF NEW JERSEY
Department of the Treasury
Division of Purchase and Property**

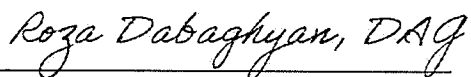
By: 
 Name: Allye Davis
 Title: Asst. Director
 Date: 12/14/21

**STATE OF NEW JERSEY
Department of Health
Management and Administration**

By: 
 Name: Jackie Shelly
 Title: Director, Acct & Procurement
 Date: 12/2/21

Approved as to Form:

ANDREW J. BUCK
Acting Attorney General of the State of New Jersey

By: 
 Roza Dabaghyan
 Deputy Attorney General

**Extension Agreement
New Jersey State Waiver No. AO-049 Amendment No. 1**

Extending the terms and conditions in the New Jersey State Waiver No. AO-049 Amendment No. 1, till January 31, 2022

Xtend Healthcare LLC confirm that Amendment No. 1 is under the same terms and conditions mutually agreed upon in the New Jersey State Waiver No. AO-049.

Xtend Healthcare LLC has offered the reduced rates for Amendment No. 1 to New Jersey State Waiver No. AO-049, which pricing, as outlined in Schedule A below, shall be in effect from August 1, 2021 through January 31, 2022 ("the Renewal Term").

Xtend Healthcare LLC will expand the scope of services during the Renewal Term to include (1) mailing letters via first class U.S. mail and (2) SMS text messaging to New Jersey residents as specified by the New Jersey Department of Health, which pricing, as outlined in Schedule A below, shall be in effect upon the signing of this Extension Agreement through the end of the Renewal Term.

Schedule A

Hourly cost for labor resources during Renewal Term	Call Center Agents: \$34.00 per hour/worked Supervisors: \$95.00 per hour/worked Team Leads: \$75.00 per hour/worked Trainers: \$75.00 per hour/worked These rates are all-inclusive of direct cost and indirect costs, including, but not limited to, direct labor costs, overhead, fee or profit, clerical support, equipment, materials, supplies, managerial (administrative) support, all documents, reports, forms, travel, reproduction and any other costs.
Cost of statements and text messaging during Renewal Term	Mailings: \$0.60 per letter Text Messages - \$0.02 per text segment (segment = 160 characters)

Xtend Healthcare LLC

Signature: 

Date: 19 May 21

Proposal to:

STATE OF NEW JERSEY

DEPARTMENT OF HEALTH



COVID-19 VACCINE CALL CENTER MAY 16, 2021

Submitted by:



EXECUTIVE SUMMARY

As requested, Xtend Healthcare (Xtend) is pleased to propose the continuation of COVID-19 Vaccination Call Center services for the State of New Jersey Department of Health (State) beyond the current term of July 31, 2021. Xtend proposes a Renewal Term of six months beginning August 1, 2021 thru January 31, 2022. During the Renewal Term, Xtend will continue to assign an exclusive group of team members dedicated solely to the State’s account, all of whom will be trained according to the specific policies and procedures of the State and Xtend. Xtend will provide the requested number of New Jersey based call center agents to staff the Vaccination Call Center. Xtend will remain responsible for all hardware/technology needs including computers, headsets, telephones, and other essential equipment.

Xtend acknowledges and confirms our ability to operate within the criteria below as requested:

Vaccination Call Center Services	
Estimated Agents	<p>Inbound agents: 100 scalable based on inbound volumes</p> <p>Outbound agents: 200 scalable based on the number of outbound campaigns in-flight</p> <p>Provider / NJVSS support agents: 20 to provide level 1 provider vaccine and NJVSS support</p> <p>Estimated Agent headcount expected to reduce 10% each month from prior month level over the Renewal Term based on reduced Call Center needs over time.</p>
Hours of Operation	8am – 8pm, 7 days a week
Unit cost for resources during Renewal Term	<p>Call Center Agents: \$34.00 per hour/worked Supervisors: \$95.00 per hour/worked Team Leads: \$75.00 per hour/worked Trainers: \$75.00 per hour/worked</p> <p>These rates are all-inclusive of direct cost and indirect costs, including, but not limited to, direct labor costs, overhead, fee or profit, clerical support, equipment, materials, supplies, managerial (administrative) support, all documents, reports, forms, travel, reproduction and any other costs.</p>
Cost for statements and text messaging	<p>Mailings: \$0.60 per letter Text Messages: \$0.02 per text segment</p>

STATE OF NEW JERSEY DEPARTMENT OF HEALTH

COVID-19 Vaccination Call Center

May 16, 2021

Estimated total invoices during Renewal Term	\$22,000,000 (based on Estimated Agents above)
Contractual Terms	Terms and conditions of the original contract remain in effect. Note that the contract permits the State to reduce scope or terminate the agreement prior to the end of the Renewal Term. Xtend will work with the State during the Renewal Term to manage and optimize the cost of services.