

EXHIBIT 3

SOFTWARE AS A SERVICE (SAAS) SERVICES FEATURES

Category	Feature	Response
Licensing	No limitation on authorized users.	
Licensing	No restriction on scale, subject to pricing provisions.	
Licensing	Self-hosting option: YHI may convert to a self hosted perpetual license, with 40% of the SAAS fees paid by YHI applied to the license at the lowest rate then offered by Respondent.	
Licensing	YHI will have one production and at least one non-production environment to use during the term.	
Infrastructure	Respondent will maintain a disaster recovery plan with a recovery time objective of 4 hours and a recovery point objective of 4 hours.	
Infrastructure	SAAS Services include hardware, software, services and resources required to make the Case Management Service accessible through the internet by authorized users, whether or not expressly set forth in the Agreement.	
Infrastructure	Each Data Center used by Respondent will be located in the United States and meet the standards of the Uptime Institute for a Tier III or higher tier data center. Each such data center will employ good industry practices used by data centers supporting leading U.S. healthcare companies, including physical security, and redundant power, cooling and connectivity.	
Infrastructure	The processes and procedures of Respondent relating to the security, integrity and confidentiality of confidential information stored, processed, analyzed and transmitted to and from Respondent will be subject to an SSAE-16 SOC-2 Type II audit with appropriate control objectives, including covering HIPAA, FISMA and MARS-e compliance, conducted by an auditing firm of national repute on an annual basis. The audit report for each such audit will reveal no material deficiencies, and Respondent will provide a copy of each audit report, and	

	any audit or management letter or other communication from the auditor noting any deficiencies promptly after receipt by Respondent. If any material deficiencies are identified in any such audit, Vendor will promptly cure all such deficiencies and provide notice of such cure to Respondent.	
Infrastructure	List any other certifications maintained by Respondent relating to the SAAS Services.	
Personnel	Only personnel located in the United States will access the information stored in the Case Management System.	
Security	SAAS Services include firewalls, virus scanning software, host and network level intrusion detection systems and all other components appropriate for first rate security maintained by leading providers of hosted software or software as a service products used by leading U.S. healthcare companies.	
Maintenance	Respondent will at no additional charge install all updates and upgrades to the Case Management System that it makes commercially available, properly test and roll out into production after acceptance by YHI.	
Maintenance	Respondent will maintain a help desk for authorized users to call for help with problems with SAAS Services including any problems with the functions or features of the Case Management System. Representatives will staff the help desk Monday through Friday 7 a.m. until 6 p.m. Idaho time except for national holidays.	
Monthly Service Levels	Availability: 99.9% of Uptime Hours. Uptime Hours are 6 a.m. until 10 p.m. Monday through Saturday. Egregious Violation: below 96% in any month Maintenance and downtime will not occur during Uptime Hours	
Monthly Service Levels	Help Desk: Average time to answer calls 30 seconds	
Monthly Service Levels	Problems: Mean time to resolve: Severity 1: 4 hours Severity 2: 8 hours	

	Severity 3: 1 business day Respondent to propose definitions	
Monthly Service Levels	Transaction response time not to exceed 3 seconds	
Root Cause	For each Service Level violation for which a credit is owed, Respondent will within thirty (30) days after the end of the month during which the violation occurred, provide a written root cause analysis identifying the cause of the violation and an improvement plan setting forth the steps Respondent will take to ensure that another Service Level violation does not occur from the same cause.	
Termination	Upon termination, Respondent will provide an electronic copy of all data stored in the Case Management System in a form reasonably requested by YHI, and will not delete such data until YHI confirms it has received such data and the data is readable and complete.	
Termination	At the written request of YHI, YHI may extend the then current Term for up to 180 days at the rate in effect at the time of termination.	