

1.6.2 PROTECT PLATFORM SUPPORT AND IMPLEMENTATION SERVICES

To meet these OCIO objectives, the Contractor shall provide Protect Platform configuration and implementation support services at the direction of the Government to include:

- Protect Platform and Software Solutions Architecture, Release Management and Administrative support;
 - As part of access to Palantir's commercial Software-as-a-Service (SaaS) solution, the Government shall receive product updates to core product via Palantir's continuous delivery system and product documentation through the platform.
- Protect Data Sharing Platform Protect configuration and implementation support;
 - As described in 1.6.1, the Palantir Enablement team will configure the Protect Platform in accordance with the Government's scope and objectives of this project, to include the configuration, implementation, and testing as described in this SOO.
- Protect Cloud Platform and Software Cyber Security support.

Contractor's dedicated Palantir Cloud Operations Team provides 24/7/365 system monitoring. Automated alerting of high-priority events facilitates speedy communication, response, and remediation. The Cloud Operations Team works alongside the Palantir Information Security Team to monitor and ensure that operating systems, software systems, and related procedures adhere to organizational security policies. These teams will alert the Palantir Enablement Team of any abnormalities or irregularities in these logs and report them to the Government in a timely manner.

1.6.3 DETAILED OBJECTIVES AND TARGET OUTCOMES OF THE PROTECT PLATFORM

Detailed Overview: Health-related Outbreak and Crisis Management Response

To execute an effective, coordinated "whole of government" response to the COVID-19 crisis, HHS, through the HHS PROTECT Platform, requires Health-related Outbreak and Crisis Management Response. HHS expects to have a COP of the current state of the world as it relates to healthcare focused trends and impacts of COVID-19, including how the virus is tracking, current testing capacity and trends in results, and shortages in the hospital or alternative care facility supply chain or care capacity, with the goal of informing decisions that will enact immediate outcomes, including but not limited to:

1. **Gaining an accurate understanding of COVID-19 spread for the Government** through the integration of case and diagnostic data from the CDC, hospitals, and public and private labs.
2. **Optimizing the allocation of scarce resources by the Government**, such as medical equipment and supplies, to high-risk and high-need areas.
3. **Triaging and proactively identifying** areas where the Government is seeing significant increase in risk or impact for local, county, and state communities related to outbreak.
4. **Enabling faster response and decision-making for the Government** with tools, alerts, and analyses that streamline the identification, information gathering, and scenario testing necessary to choose the best path forward.

5. **Ensuring Government decision-makers are accurately informed** and able to answer questions concerning COVID-19 for the entire U.S. to both facilitate accountability to the public and to ensure a grounded reality as to the status and severity of COVID-19 and its societal impacts.

The HHS Protect Platform will integrate, manage, and analyze data from the wide, complex array of information sources as identified and authorized by the Government to serve as the data infrastructure backing the national COP for the COVID-19 response. This will enable all key stakeholders from across HHS and its Operating Divisions, including CDC, Federal Government partners, including FEMA, OMB, and approved state and local government partners, and approved private sector partners to readily and proportionally access consumable, up-to-date, accurate, and complete data pertaining to the COVID-19 outbreak and to make informed, effective response decisions.

Objectives described herein will be executed by the Palantir Enablement Team, who will work with federal staff from across HHS and under the direction of HHS OCIO. Specifically, the Palantir Enablement Team will install and configure Protect as described in this document and authorized by HHS, specifically Section 1.6, during the term of the engagement.

Target Outcomes: Health-related Outbreak and Crisis Management Response

Leverage the value of the HHS PROTECT Platform for the Government's COVID-19 response is the ability to jointly integrate the data and multiple use cases described below into one centralized, secure, scalable platform for collaboration that is accessible to many user types.

The Protect Platform, will provide support for the following use cases to all onboarded users (Federal, state, and private sector) granted access and authorized by HHS OCIO who are supporting the healthcare-focused response of the COVID-19 coordinated response.

- **Active Pandemic Tracking and Analysis**
 - Create a base layer of all health-related pandemic activity, status, and trends by integrating data ranging from case reporting, diagnostic labs, hospital care capacity and utilization, supply chain needs, and other critical information to allow Government users to triage, analyze, respond to, and evaluate the crisis and policies in a coordinated way.
 - Provide the common, shared backbone for data feeds and platform for analysis for authorized Government partners enlisted in COVID-19 public health response included in the current data integrations performed by Contractor as instructed and authorized by the Government, listed in Appendix 1, and referenced again in section 2.2. Contractor may add additional data integrations or remove existing data integrations in the Protect Platform at the Government's instruction and authorization, pursuant to mutual agreement as to the scope of work.
 - Configure responsive, dynamic applications to allow the Government to view and analyze live tracking data and spread of COVID-19.
 - Rapidly leverage insights from available data to allow the Government to identify cohorts of communities sharing common characteristics that are in need of additional healthcare support, whether testing, policy, or additional support.

- Generate alerts and capabilities for triage by the Government, which will enable Government decision-makers to identify trends, find similar communities in need, create intervention and mitigation strategies, and answer questions more quickly.
- Where necessary, enable for the Government direct form entry and bulk data upload to facilitate Government partners' manual data integration efforts.
- **Facilitate Health-related Supply Chain Workflows and Information**
 - Generate a common understanding of the current state of the public health crisis and the response for the Government to have near real-time transparency, including:
 - Current stocks of critical health supplies and where the greatest needs for additional resources exist.
 - Coordinate across states on behalf of the Government and allow states to request or identify specific gaps or needs in materials, supplies, testing, care capacity, or other areas from the Government for centralized coordination to facilitate nation-wide optimization of resource allocation, thereby matching supply with demand.
 - Provide data integrations to allow the Government to analyze and generate insights, such as:
 - Where there is rapid growth in infection numbers;
 - Which states and counties are most in need of critical medical and testing supplies based on increases in cases and use of existing supplies, such as protective personal equipment (PPE), masks, ventilators, and others;
 - How to allocate known quantities of critical health and testing supplies, whether Government-controlled or donated by private industry, based on the Government's criteria;
 - The capacity and availability of beds, ICU beds, and ventilators at hospitals and healthcare facilities at the state and county level; and
 - How long current stocks of critical health supplies will last at the current rate of consumption.
- **Multi-stakeholder Data Sharing and Response**
 - Provide seamless, secure, and access-controlled collaboration across all agencies and teams relevant to the COVID-19 response program focusing on public health, including but not limited to HHS, CDC, ASPR, state and local public health departments.
 - Enable modelers and other Government technical staff to write, implement, manage, test, and evaluate their models or third-party models from any organization.

Overarching Principles

The Protect Data Sharing Platform solution shall provide statistical information and analysis. Limited product configuration is anticipated. The Protect Data Sharing Platform instances shall support collaboration with other internal HHS and external HHS operations.