

SECTION C – STATEMENT OF WORK

INTRODUCTION

The Contractor proposes to provide HHS access to its existing SaaS-based commercial analytics platform, Synapse IQ™, which will quickly provide visibility to 1,000 hospitals and 300,000 beds. One of the many key capabilities of the Contractor's SaaS platform is the ability to provide visibility into the current usage and subsequent availability of the types of beds within a single hospital or health system. There are numerous attributes that our platform manages about the beds as well as the patients that occupy those beds, including: census, capacity, and patient acuity. While most of our clients leverage our on-premise solution to run the daily operations of their hospitals, our data platform collects this information in real-time to provide analytics on integral information such as unit, facility, and health system census. Because all of this information exists in a multi-tenant SaaS data platform, we can readily aggregate the data to provide situational awareness to census data across all of the health systems that currently leverage Synapse IQ™.

STATEMENT OF WORK

Independently, and not as an agent of the Government, the Awardee shall furnish all necessary services, qualified professional, technical, and administrative personnel, material, equipment and facilities, not otherwise provided by the Government under the terms of this contract, as needed to perform the tasks set forth below. The Contractor will undertake the following activities within the Statement of Work:

1. Create dashboards within our analytics platform that provide meaningful intelligence to HHS on the status of census, capacity and patient acuity within the hospitals on Synapse IQ™ today. This will allow HHS visibility into approximately 130 hospitals and 40,000 beds within the first week.
2. Work with HHS to provision users to access this data, and train them on the views as appropriate.
3. Collaborate with HHS on the design of additional views and supplemental data to better inform HHS efforts.
4. For hospitals which use Synapse IQ™, but are not yet on the analytics platform, TeleTracking will implement mechanisms to bring their data into the platform, with minimal effort, cost and disruption to hospital operations. This will allow us to rapidly expand the population of hospitals to which HHS has visibility.
5. The Contractor will work with hospitals to encourage their adoption of the platform on an expedited basis, though the ultimate decision to participate remains with the hospital.
6. The Contractor will appoint a clinical expert in this area to be a dedicated, onsite program lead and liaison to HHS during the period.
7. At the conclusion of the six-month period, the Contractor and HHS will debrief the effort, assess the value, and plan for future phases as appropriate.

DEVELOPMENT APPROACH

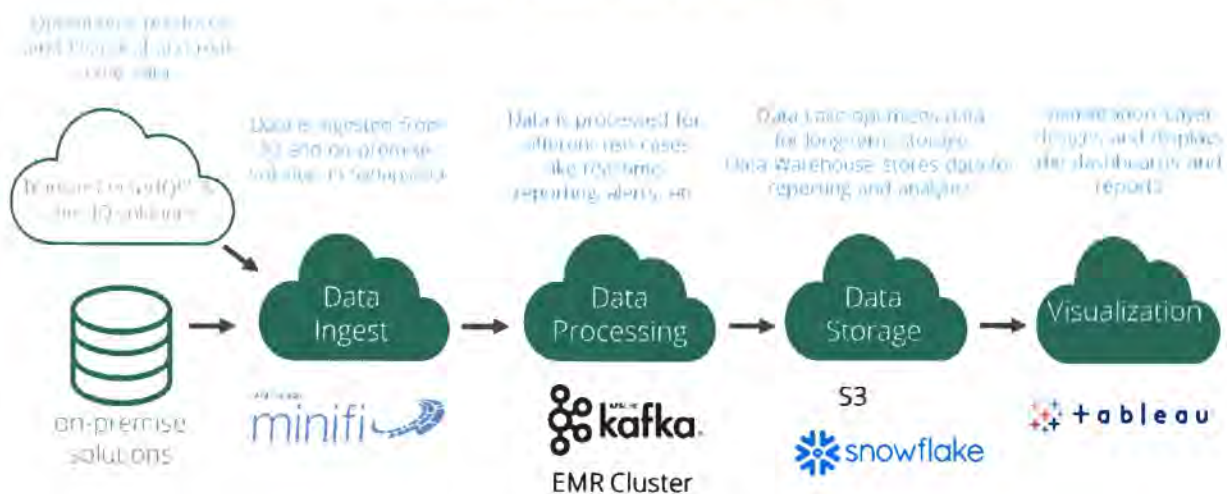
The data platform is an established big data platform that collects information necessary to provide HHS with data related to key operational elements such as capacity, census, epidemiology and patient attributes across the Contractor's existing clients. Figures 1 depicts the

architecture in place to collect, process, and visualize this data at scale using open standards and architectures. The platform also includes extensive data visualization capabilities for use in tabular reporting, interactive dashboards, and wallboard command center views. Previous results and data are referenced below in the Past Performance section.

Users of the platform have access to real-time data across the Contractor's operational platform including:

- Real-time, low-burden, secure census and bed availability
- Projected discharge and admission information
- ADT/EMR information already captured within the Contractor's capacity management solution
- Tracking of disaster related patients as they progress through healthcare systems

Figure 1 Platform Technical Architecture



Identity and Access Management

The Contractor will create a specific tenant in the platform for use by HHS. The Contractor will provide secure access to these dashboards for specified users.

INTEGRATED MASTER SCHEDULE (IMS), WORK BREAKDOWN STRUCTURE (WBS) AND CONTRACT GO/NO-GO MILESTONES

While flexible to meet the government's needs, given that this project envisions implementing the Contractor's commercially available software in a short timeframe, the milestones and WBS are focused on the following proposed timeline, which presumes a signed contract prior to March 23:

Milestone	Target Date
Project Initiation	March 23
First set of hospitals visible (~40,000 beds)	March 25
User Provisioning and Training	April 15 + bi-monthly thereafter
Feedback and Rapid Design Session	April 30

- **Secure Role-Based Access**
The Contractor will grant secure, role-based access to users as defined by HHS.
- **Ongoing Data Visualization Support**
Synapse IQ™ collects information necessary to provide HHS with data related to key operational elements such as capacity, census, epidemiology and patient attributes across the Contractor's existing clients. The Contractor's will provide ad-hoc visualization and analytics support based on the data collected from facilities. We will meet bi-monthly to discuss additional views and data elements that could provide added value to HHS.

The total number of acute beds ultimately visible by HHS will be a function of the collaboration among the Contractor, HHS and the individual health systems. Specifically:

- HHS will provide overall guidance to health systems that the Contractor is authorized to aggregate and share this data with HHS. **Note that there is no Personal Health Information (PHI) included in the dataset provided to HHS.** To the extent PHI is provided under this contract, or any modifications or extensions thereto, HHS Notification of Enforcement Discretion under HIPAA to Allow Uses and Disclosures of Protected Health Information by Business Associates for Public Health and Health Oversight Activities in Response to COVID-19, No. 4153-01-P is applicable.
- The Contractor will work diligently to actively expand the population of hospitals included in the dataset, including establishing mechanisms to capture the data with minimum involvement or disruption to the hospital operations.
- Individual hospitals not already using the analytics platform will ultimately have to make the decision to participate in the data collection effort. The Contractor shall not be held responsible for delays or failure to meet performance requirements in this Contract should hospitals or health systems elect not to participate.

KEY PERSONNEL

The Contractor has identified following Key Personnel to support HHS for development and delivery of Real-time Healthcare System Capacity Reporting:



Other clinicians deemed necessary and appropriate

CONTRACTOR PROVIDED FACILITIES, INFRASTRUCTURE AND OTHER RESOURCES

The Contractor will provide the infrastructure normally provided with Synapse IQ™ to collect, store, and process the required census data for HHS. HHS will use its own hardware (typically a virtual machine/physical computer and monitor) to visualize the dashboards in any physical location, such as an operations center.

Offsite Contractor Support

The Contractor will provide HHS Offsite contractor support to the Government for performance onsite at a Government facility per this Statement of Work. In the event Government facilities are closed due to inclement weather, potentially hazardous or unsafe