**Statement of Work for the Coast Guard Readiness System in Response to COVID-19 Pandemic**

## 1.0 Background

The mission of the U.S. Coast Guard (USCG) is to be ready, relevant, and responsive to successfully meet the Nation's safety, security, and stewardship needs in the maritime domain. The COVID-19 Pandemic has challenged this mission by impacting the USCG across both operation and mission support functions. Effective intervention and rapid response is critical to limiting the effects of the COVID-19 Pandemic on USCG operations and can only be achieved once the USCG understands the data it has at its disposal and leverages it to make data driven decisions. The USCG requires a mature, rapidly deployable capability to ask questions and receive accurate and transparent answers to questions about its ability to succeed in its mission. By deploying an effective commercial data integration and management platform to help inform its COVID-19 Pandemic response, the USCG will have better insight into how the USCG is responding to the pandemic and ensure that the decisions being made are appropriately prioritized with the highest level of situational awareness. Palantir Technologies Inc. (Contractor) will partner with the USCG to help turn USCG's data into actionable insights that mitigate the impact of the COVID-19 Pandemic, helping the service remain ready, relevant, and responsive.

## 2.0 Project Scope

The goal of this project is to assist the USCG in its COVID-19 Pandemic response. To meet this goal, the USCG will utilize the Palantir Gotham Platform (Palantir or the platform), a commercial software platform offered by the Contractor, to serve as the data management, analytics, and operations tool for USCG data throughout the duration of the Period of Performance (PoP). The USCG will work with Contractor to identify data sources relevant to its COVID-19 Pandemic response efforts. Sources that have been initially identified are listed in Section 3.3 below. Additional data sources may be added or supplemented by mutual agreement between the USCG and the Contractor.

Over the course of the project, the Contractor will provide term software licenses, training, and support services to implement Palantir as the integrated data environment for the USCG's COVID-19 Pandemic response. The Contractor will install, maintain, and configure their software in a FedRAMP certified cloud-based platform accessible from the USCG network. The Contractor will integrate USCG data and third party data, including public and open source data, as authorized by USCG, into Palantir and configure our suite of applications to visualize, analyze, and model this data for consumption within the USCG. USCG users will be able to explore, transform, and analyze their data within Palantir using the platform's core tools as well as the platform's open Application Programming Interfaces (APIs).

Contractor will work with the USCG to jointly identify use cases on which to focus. These will include, but are not limited to, PPE inventory and logistics. Contractor will leverage its commercial software to enable a common operating picture of the Coast Guard's PPE to effectively manage PPE inventory and make informed, data-driven, and risk-based decisions in support of COVID-19 Pandemic response effort. The rapidly growing pace of pandemic response demands a user-friendly, easily configurable enterprise PPE inventory management and analytics tool that can meet the USCG's goal of receiving and generating real-time, service-wide views and reports, benefiting users ranging from field operators currently performing manual tasks to strategic-level decision makers (e.g. Districts, Areas, Director of Operational Logistics, Deputy Commandant for Mission Support, etc.).

At the USCG's request, Contractor will support the USCG to accredit the platform using an Initial Authority to Test (IATT) and/or an Authority to Operate (ATO) in order to connect to USCG source systems.

The USCG and Contractor may also mutually agree to expansion efforts to account for additional use cases, data integrations, user groups, or application connections that fall outside the scope of this Statement of Work (SOW). Expansion projects may include additional USCG data integrations, computation-heavy machine learning or artificial intelligence processing, other high-level of effort application configurations, or integration to move data across instances of Palantir operated by other branches of the U.S Government, subject to the future agreement between the Contractor and the USCG.

## 3.0 Outcomes

The Contractor will provide the USCG with the following items over the course of the PoP.

**3.1 Base Software Licenses**

The Contractor will provide a 3-month term software license to the USCG, along with one 3-month option and one 6-month option, up to 12 months in total, each provided pursuant to Contractor's standard License and Services Agreement.

**3.2 Software Platform Installation and Management**

The Contractor will manage the setup of and installation of a FedRAMP certified AWS GovCloud environment. The Contractor will perform ongoing maintenance and regular patching of both environments.

**3.3 Data Connections, Ingestion, and Integration**

The Contractor will work with Use Case Project Leads to identify, understand, and gain access to USCG data necessary to expedite the USCG's response to the COVID-19 Pandemic. Immediate access to the necessary data is critical to the success of the partnership between Contractor and the USCG. The USCG will provide Palantir with necessary access to key USCG datasets. Upon receipt, the Contractor will ingest the provided datasets into Palantir, integrate the data, and model the data to provide a data asset the USCG can use to inform its COVID-19 Pandemic response.

Priority Data Sources will include COVID-19 30-Day PPE Inventory Status files and additional datasets, upon mutual agreement of the USCG and Contractor.

**3.4 Product Configuration/Analytical Views**

The Contractor will assist the USCG to (i) enable USCG-wide data entry and related forms for the collection of COVID-19 response data, and (ii) produce analytics and reports. The Contractor will also assist the USCG in configuring novel analytic views or web applications. Product configurations (e.g. Senior Leadership Dashboard for Current PPE Readiness Status, Individual Asset and Unit Readiness Report, etc.) will be agreed upon during weekly Sprint Planning meetings and consolidated into recurring Project Plans.

**3.5 User Training and Feedback Sessions**

- The Contractor will train users on successful operation of the platform. Training may be conducted in a classroom setting, over video teleconference, and/or side-by-side.
- Training will include the ability to use of the platform's analytic and application configuration tools. The cadence of training sessions will be mutually agreed upon during Sprint Planning.
- The Contractor will be present for feedback sessions.

**3.6 Briefings and Reporting**

- **Program Management Briefing:** The Contractor shall provide a monthly Program Management Briefing. The first submission of the Program Management Briefing shall be provided 30 calendar days after contract award. The format for this information is at the discretion of the Contractor.
- **Project Plans:** The Contractor and USCG will create and maintain detailed documentation on project prioritization, including dataset integration and product configuration plans.
- **Final Project Report:** The Contractor shall provide a summation of the performance during each contract period, along with plans to transition the capability to production.

**3.7 Section 508 Compliance**

**ICT Section 508 Product Requirements**

Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) (codified at 29 U.S.C. § 794d) requires that when Federal agencies develop, procure, maintain, or use information and communications technology (ICT), it shall be accessible to people with disabilities. Federal employees and members of the public with disabilities must be afforded access to and use of information and data comparable to that of Federal employees and members of the public without disabilities.

1. All products, platforms and services delivered as part of this work statement that, by definition, are deemed ICT shall conform to the revised regulatory implementation of Section 508 Standards, which are located at 36 C.F.R. § 1194.1 & Apps. A, C & D, and available at https://www.gpo.gov/fdsys/pkg/CFR-2017-title36-vol3/pdf/CFR-2017-title36-vol3-part1194.pdf. In the revised regulation, ICT replaced the term electronic and information technology (EIT) used in the original 508 standards. ICT includes IT and other equipment.

2. Contractor personnel shall possess the knowledge, skills and abilities necessary to address the applicable revised Section 508 Standards for each ICT.

3. When providing Platform as a Service (PaaS) and Software as a Service (SaaS), the contractor shall ensure services confirm to the applicable Section 508 standards (including the requirements in Chapter 5 for software and WCAG Level A and AA Level 2.0 success criteria for web and software. When the requirements in Chapter 5 do not address one or more software functions, the Contractor shall ensure conformance to the Functional Performance Criteria specified in Chapter 3.) The agency reserves the right to request an Accessibility Conformance Report (ACR) for PaaS and SaaS offerings. The ACR should be created using the Voluntary Product Accessibility Template Version 2.2 508 (or later). The template can be located at https://www.itic.org/policy/accessibility/vpat

4. When providing cloud hosting services (Infrastructure as a Service, Platform as a Service, Software as a Service, etc.) the Contractor shall ensure user administrative screens, dashboards and portals used to configure, and monitor cloud services conform to the Section 508 standards.

5. The Contractor shall ensure cloud hosting services shall not reduce the level of Section 508 conformance for ICT migrated by DHS to the cloud hosting environment.

6. Exceptions for this work statement have been determined by DHS and only the exceptions described herein may be applied. Any request for additional exceptions shall be sent to the Contracting Officer and a determination will be made according to DHS Directive 139-05, Office of Accessible Systems and Technology, dated November 12, 2018 and DHS Instruction 139-05-001, Managing the Accessible Systems and Technology Program, dated November 20, 2018.

**Proposal Instructions to Offerors**

1. For each ICT Item that will be developed, modified, installed, configured, integrated, maintained, or hosted by the contractor pursuant to this contract, the offeror shall provide an acknowledgement of the Section 508 requirements and a detailed explanation of the Offerors plan to ensure conformance with the requirements. The Offeror shall also describe the evaluation methods that will be used to validate for conformance to the Section 508 Standards.

**Acceptance Criteria**

1. Before accepting ICT required under the contract, the government reserves the right to perform testing on required ICT items to validate the offeror's Section 508 conformance claims. If the government determines that Section 508 conformance claims provided by the offeror represent a higher level of conformance than what is actually provided to the agency, the government shall, at its option, require the offeror to remediate the item to align with the offeror's original Section 508 conformance claims prior to acceptance.

## 4.0 Capabilities

The Contractor will configure the platform to be capable of delivering the below capabilities.

### 4.1 Interoperability

The platform will demonstrate interdepartmental collaboration with relevant data systems. Although the USCG will only initially provide static data sets to the vendor, the platform will have the ability to interface with live IT systems should the USCG determine that live data is required.

### 4.2 Scalability

The platform will be capable of scaling to track COVID-19 readiness issues as the pandemic progresses and USCG decision makers require additional analytics to optimize USCG response and mission execution.

### 4.3 Rapid Implementation

The Contractor will demonstrate rapid implementation in order to meet current data ingestion and analytics demand within the platform.

### 4.4 Unified Interfaces

USCG operators today perform manual data entry in various disparate systems. The platform will integrate various data sources into a single interface to enable operators and analysts to perform operations within a single online portal.

### 4.5 Report Generation

The platform will produce up-to-date reports based on the latest field data.

### 4.6 Cloud Deployment

The platform will be successfully and securely hosted in a USCG-only enclave of a FedRAMP certified AWS GovCloud environment. The Contractor's estimate includes **$20,000 (months 1-6); $25,000 (months 7-12)** per month of cloud hosting will notify the USCG when cloud hosting spending reached 50% of the aggregate threshold and again at 75%, for each base and option period. When 100% of the funding amount is reached, the Contractor and the USCG will bilaterally renegotiate additional hosting required to be funded to maintain sufficient availability of cloud hosting infrastructure.

### 4.7 Data Integration

The platform will demonstrate the capability of future integration of data from disparate data sources currently maintained by the USCG.

### 4.8 Data Transformation and Modeling

The platform will be capable of transforming USCG data from a myriad of data sources into a unified schema and data ontology such that the data within the platform can be leveraged in multiple use cases and worked with by various users regardless of technical fluency.

### 4.9 Data Lineage

The platform will be capable to track data from the original source, so that derived reports can be trusted and reliable.