

STATEMENT OF WORK (SOW)

Contract DIR-TSO-4062

Accenture, LLP

**Nueces County Hospital District – COVID-19
Health Equity
(Social Determinants of Health)**

Miscellaneous as a Service:

Cloud Operations

Nueces County Hospital District

October 21, 2020

Contact:

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1. Introduction

In addition to managing the public health priorities of the COVID-19 pandemic that are rapidly spreading across their communities and overwhelming already stressed health care systems, local government and public officials now have the additional responsibility, opportunity, and obligation to provide COVID-19 testing services, contact tracing, case management, virtual/telehealth capabilities, data science and analytics, public communications, digital portals and other Program services to help care for the people in their region. The Federal government continues to distribute and provide hundreds of millions in COVID-19 funding for both new and existing COVID-19 programs so governments can quickly provide capabilities. Nueces County Hospital District continues to support pressing public health needs, while also planning for the short- and long-term impacts for surging COVID-19 cases. Nueces County Hospital District does so in tandem and in support of Nueces County, and its efforts to effectively address the COVID-19 pandemic, identify social determinants of health, and identify opportunities for health equity in the County.

The disproportionate negative impact of the COVID-19 crisis on vulnerable populations has reinforced the need for community health leaders to re-double efforts to meaningfully understand and address the social determinants of health and health equity. While most health organizations recognize the impact that social disparities have on people's need for health care and their abilities to access it, many are challenged with an ability to apply tactical solutions that address social health factors in a meaningful (and measurable) way. Nueces County Hospital District would like to provide insightful data and informed solutions that demonstrably address social disparities and identify health equity opportunities concerning residents of the County.

Accenture will work with key community stakeholders; Nueces County Hospital District and its designees, including Nueces County, City of Corpus Christi/Nueces County Public Health District; and Texas Health Institute to operationalize online, near real-time geographical and population-based data dashboards that utilize and leverage Accenture social determinants of health data sets within Accenture's cloud-based Control Tower service.. Accenture's cloud service is unique in the industry and was developed explicitly in response to the worldwide need for data for managing response to the pandemic and providing underlying social determinants of health information. Accenture will operationalize specific COVID-19 related data, as well as social determinants of health data elements of the Control Tower by incorporating mutually-agreed data sets provided by Accenture, the Nueces County Hospital District, and its designees. Insights derived from the ingestion of data will be provided to a third-party health equity firm identified by the Hospital District to contextualize relevant data insights and to help better understand relevant community health factors. This will not only build capabilities to address gaps in health equity, but it will also help put Nueces County on a path toward long-term resilience for future public health and community use cases. These data insights illuminate social health factors at the micro and macroeconomic scale, which is critical to operationalizing an analytics-ready data set primed for insight on the county's health equity priorities. Working with Nueces County Hospital District and its



designees on this effort will help to identify, operationalize and monitor key measures and benchmarks for community health equity and COVID-19 resilience (e.g., employment, health insurance, food security, housing stability), as well as provide insights into racial and social equity impacts.

2. Scope of Services

Accenture represents that this Scope of Services is pursuant to and in accordance with DIR-TSO-4062. Accenture will provide access to its cloud-based Control Tower database and shall operationalize a near real-time data dashboard (Control Tower SDoH Dashboard) that includes public and external data sets to provide data specific to Nueces County that, at a minimum, specifies demographic characteristics, leading causes of death, key population health attributes, healthcare spend, access to healthcare, healthcare systems, social and economic environments, public health and prevention, and physical environments. The Control Tower database will ingest and distill social media, machine data and other forms of unstructured data to provide additional insight. This Control Tower SDoH Dashboard will be accessible by Nueces County Hospital District, its designees, and the to-be-identified third-party health equity firm for the duration of this Agreement and thereafter on terms and conditions to be agreed by Accenture and Nueces County Hospital District. The number of users of the Control Tower SDoH Dashboard is at the sole discretion of Nueces County Hospital District. Nueces County Hospital District and its designees, may retain any data provided on and insights derived from the use of the Control Tower SDoH Dashboard.

SDoH Support Advisory Services

- Advise on social determinants of health-related trends, best practices, lessons learned, funding, technology, procurement, process, and governance support. Coordinate as needed with any third party that the Nueces County Hospital District may engage with for additional data synthesis purposes.

Unless otherwise agreed to in writing by the parties, the above describes the complete Scope of Services for this SOW.

Out of Scope

- **Third-party Data (Non-Public Data) Synthesis & Recommendations.** Social media, machine data, and other forms of unstructured data will not be considered third party data for purposes of this paragraph.

3. Assumptions

The following are the key assumptions and principles upon which Accenture's Scope of Services ("Services") and pricing are based:

- Accenture will perform all Services on a remote basis (online) and will attend meetings by telephone or video conference.

- The Accenture Team will perform Advisory Services during Nueces County Hospital District's and its designee's regular business hours unless otherwise requested.
- Nueces County Hospital District, through its designees, shall make timely decisions on recommendations made by Accenture regarding data that would appear on the Control Tower SDoH Dashboard.
- Nueces County Hospital District will obtain, at no cost to Accenture, consents for Accenture's use of any third-party products provided by the Nueces County Hospital District or its designees to Accenture which may be necessary for Accenture to implement Control Tower SDoH Dashboard.
- Nueces County Hospital District shall facilitate coordination between Accenture and any third-party providers engaged by the Hospital District to further the objectives of this Scope of Services.
- Accenture shall have no access to personal data held by Nueces County Hospital District or its designees.
- Accenture and its personnel do not provide and will not be required to provide any legal, regulatory, audit, medical, insurance or tax advice.
- Except as otherwise set out by applicable law or funding source requirements, by its performance of these Services, Accenture shall not be precluded from performing any related or follow-on services for the Nueces County Hospital District either as a prime contractor or a subcontractor to another vendor.
- If any of Nueces County Hospital District's responsibilities, including those performed through its designee, are not performed or prove to be incorrect, it may cause changes to the Project schedule, fees and expenses, scope, level of effort required, or otherwise impact Accenture's performance of the Services described in this SOW. In such case, Accenture shall have no liability with respect to its inability to perform the Services resulting therefrom. Nueces County Hospital District may grant Accenture by written agreement, additional time necessary, as is mutually determined reasonable, to provide the Services or the relevant Deliverables, and shall agree to pay Accenture documented additional fees for the additional effort and expenses. Written agreement granting the additional time to provide the Services or Deliverables, will be provided to Accenture by Nueces County prior to Accenture continuing work.
- Unrelated to this SOW or to Accenture, except as noted in Section 4 below, Nueces County Hospital District and Accenture acknowledge that other third-party vendors, such as Texas Health Institute (THI) may supply big data into the Cloud Tower service and provide their health equity expertise to complement, analyze, and contextualize these data in community factors and realities to advance immediate response, and help set Nueces County on a path toward long-term resilience. In doing so, they help identify and monitor key measures and benchmarks of community resilience (e.g., employment, health insurance, food security, housing stability) from a racial and social equity lens as well as critical community policies, programs and resources (or lack thereof).
- Nueces County Hospital District is able to secure/provide necessary data sets from any third party, including the Public Health District. Should Nueces County Hospital District be unable to secure any such necessary data, including entering into any necessary third-party



agreement, Nueces County Hospital District may terminate this agreement without penalty. Any payment will be limited to work performed through termination date.

4. Service Operationalization:

4.1. Monthly Access to Executive Control Tower Database

Accenture will operationalize Nueces County Hospital District's access to the Control Tower database, which will include:

- Nueces County Hospital District may provide access for the database to its designees
- COVID-19 and social determinants of health data points that are specific to Nueces County
- Dashboard will be configured using Tableau
- Control Tower data will be provided to Nueces County Hospital District and other Nueces County Hospital District-selected partners to analyze Nueces County data and to provide recommendations

5. Team Structure

Services shall be provided by the following Accenture Team members:

- Michael Petersen, MD – Principal Director, NA Health Equity Lead
- Sai.K.Balusu – Extract, Transform, Load (ETL) Scientist



6. Project Fees and Expenses

The pricing for the Services described herein is below. Accenture will invoice the Nueces County Hospital District in accordance with the invoicing schedule below.

Service Reference	Service Description	Date	MSRP	10% Discount Applied	Total Price
1	Control Tower, local data, dashboard, management & advisory services	1 Month After Contract Signature	\$70,833.33	\$7,083.33	\$63,750
2	Control Tower, local data, dashboard, management & advisory services	2 Months After Contract Signature	\$70,833.33	\$7,083.33	\$63,750
3	Control Tower, local data, dashboard, management & advisory services	3 Months After Contract Signature	\$70,833.33	\$7,083.33	\$63,750
4	Control Tower, local data, dashboard, management & advisory services	4 Months After Contract Signature	\$70,833.33	\$7,083.33	\$63,750

7. Period of Performance

The contract term and period of performance for the Social Determinants of Health Control Tower Services in this SoW will be for four (4) months upon Contract signature. This service can be cancelled by providing Accenture 15 days notice in advance of desired termination date. This contract is being entered into pursuant to the terms and conditions of the State of Texas Department of Information Resources Cloud Services Contract located here: <https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4062&keyword=accenture>.

[Signatures are on the following page]

In Concurrence with the Terms Above:

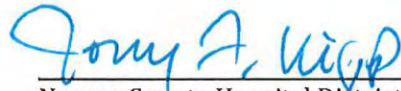


Barbara Canales, Nueces County Judge
Head of Emergency Management for the Nueces County Region

Accepted and Agreed:



Accenture LLP
Rob Cohan
Managing Director



Nueces County Hospital District
Jonny Hipp
Nueces County Hospital District Administrator/CEO

10/23/20