STATEMENT OF WORK

Subject to the terms and conditions of [G-cloud Call-Off Reference] ("**Agreement**") and for the fees set forth therein, this Statement of Work details the provision of software and services by Palantir for the benefit of the buyer as per the Agreement ("**Customer**"). Unless otherwise specified in this Statement of Work, the capitalized terms used in herein shall have the meaning set forth in the Agreement.

1. Provision of COTS Software

Palantir Platform – Foundry Cloud Subscription, hosted on Amazon Web Services in the UK region for the term of the Agreement and for the use in relation to the COVID-19 response.

The Customer shall pay for the Amazon Web Services costs (billed monthly).

2. Scope of Palantir Services

Palantir shall provide the following services during the term of the Agreement, subject to modification by mutual agreement of the Parties in response to evolving Customer priorities and goals:

- Scoped touchpoints to align on the problem statement, data requirements, and features to leverage within Palantir Foundry;
- Ingestion of mutually agreed data sources and further integration into a data ontology;
- Configuration of Palantir Foundry to enable successful implementation of the mutually agreed use cases;
- User training and rollout of mutually agreed workflows;
- Provision of a library of documentation for general user education, troubleshooting and best practice guidance for development;
- Issue resolution for Palantir Foundry support questions;
- If needed, handoff support.

For the avoidance of doubt, Palantir is acting as a technology provider and not a clinical decision maker. The Customer is responsible for making decisions informed by the use of Palantir's software and services.

3. Customer Dependencies

Customer shall provide necessary and reasonable assistance to Palantir for the provision of Palantir services. Palantir's provision of the services set forth above and compliance with requirements herein, including its ability to timely meet any timelines or milestones or timely provide any agreed upon software capabilities, training, or support, are contingent upon Customer's timely and full provision of the following ("**Customer Dependencies**"):

- *Data Access*
    - Timely access to or provisioning of relevant data
    - Timely access to or provisioning of necessary network components for the purposes of data ingestion and integration
    - Timely information governance approvals required for the use of relevant data

- *User and SME Access*
    - Timely access to Customer test users and subject matter experts for implementation and configuration support.
    - Timely assistance from Customer's technical experts, data owners to ensure proper operation of the Cloud Solution with Customer data and technology systems and infrastructure

Palantir shall communicate deficiencies in necessary Customer Dependencies in a timely manner so that Customer can find and assign appropriate resources and resolve blocking problems.

4. Project Management/Governance

If required, Palantir and the Customer shall agree on the appropriate governance model.