

Support Contract Project Description - Unilever

SDC L3 Support H1/2022

Unilever

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THIS STATEMENT OF WORK ("SOW") dated and entered into as of the 16 December 2021 (the "Effective Date"), is made by and between Unilever Business and Marketing Support AG and Tessella Ltd pursuant to and subject to the terms and conditions of the Services Agreement dated 1st June 2018 (the "Agreement") between the parties.

1 Introduction

1.1 Proposal Overview

Unilever has asked Hybrid Intelligence, formally Tessella, to provide a proposal for SC4 Level 3 support of workflows developed on their SDC (Structured Data Capture) platform. These workflows, used at R&D sites globally by around 350 users, have been developed by Dassault to ensure experimental data is being captured with the quality and consistency required for model development. This proposal will cover the support for the current SDC 1.0 platform. The Hybrid Intelligence ACI support team and support scope will be reviewed during H1/2022 in preparation for H2/2022 support of the SDC 2.0 PaaS solution. This allows for the maintenance of existing team expert skills for Pipeline Pilot support during the period SDC 1.0 is live, and then revision of team skills and geographic locations to meet new SDC demand and deliver optimum cost efficiency of support after SDC 2.0 Go-Live.

This document presents our understanding of your support requirements, and details both the services we propose to meet them and how we will deliver those services. We have provided an estimate for these services based on our current understanding of the number of users, number of workflows, service criticality and incident volume.

This Statement of Work describes Hybrid Intelligence's proposal for providing Level 3 application support for SDC from 1st January 2022 until 30th June 2022.

1.2 Benefits of choosing Tessella

Hybrid Intelligence operates an Application Continuity and Improvement Team (ACI) of high-quality staff who have considerable experience in providing both Level 2 (L2) and Level 3 (L3) support and maintenance services for specialized applications and systems in a wide range of software technologies and business areas. ACI provides these support and maintenance services for existing software and systems, regardless of their origin and can therefore support applications that have been developed by the Client or a third party, whether or not they have been maintained in the past.

We have a long, proven track record of working with Unilever to successfully support hundreds of applications across R&D. We have an excellent understanding of the business goals along with IT requirements combined with a proactive approach to support. This means we focus on preventing issues arising while responding quickly to those that do.

2 Requirements

2.1 System description

Unilever has a requirement to support workflows developed on their SDC platform. These SDC workflows are used to ingest and tag data before being loaded into the SKB system. There are fifteen live workflows currently deployed via Pipeline Pilot that use the DS Experiment platform. These are:

Workflow	Workflow Owner	Integration
WF7 Packaging Resin Qualification (v2)	Darren Wheatley	LV8
WF10 PC Quant Consumer Product Testing (HUT) (Lead Cat: Hair) (v1)	Lee Murphy	FLEX
WF12 Hair Technical Performance Evaluation (Hair Appraisal) (v1)	Fraser Bell	FLEX
WF13 Packaging Transit Trials (v2)	Mel Creasey	-
WF14 (WF4) Foods Make and Characterize (v2)	Michiel Gribnau / Marjolein-van Ruijven	LV8
WF15 (WF8) Foods Sensory and Consumer Testing (Data) v2	Michiel Gribnau / Elyn den-Hollander	LV8
WF16 (WF9) Liquids Make and Characterise (v3)	Nathan Bell / Sarah Adams / Joanne Cook	FLEX
WF17 PC Sensory Profiling and Discrimination (v2)	Multiple (see SU list)	FLOW
WF18 Tea Attribute Assessment (v2)	Andreas Mayr	-
WF20 (Laundry) Powders Make and Characterise(v1)	Narayanan Subrahmaniam	LV8
WF21 Laundry Appraisal (Stain Removal) (v2)	Vince Mole	-
WF22 Product Engineering Make and Characterise (v1)	Albert Post	LV8
WF23 iProMPT Factory Trials (v1 with PLM integration)	Michael Soares	-
WF24 Homecare Global Templates	Vicki Levins	-
WF25 PC Soap Bars Appraisal	Emiliana Gati	-

2.2 Data held by the system

We take the security risks associated with the handling of your information seriously. We will treat your data appropriately throughout the project and will use appropriate controls to protect sensitive or confidential information in transit.

Hybrid Intelligence may use cloud-based tools for internal knowledge sharing and planning. Any project-related content will only be accessible to staff who have agreed to the project NDA.

For this project the data classification, determined by Information Security Assessment (ISA) is:

Internal: No Personal Data.

If this classification is not correct, Unilever must inform Hybrid Intelligence so that we continue to provide appropriate data handling. We strongly recommend that you arrange an ISA review with your Information Security representative as soon as practicable.

This project involves the following data that needs to be handled appropriately:

Data description	Classification (including if PII)	Location & transfer mechanisms	At rest requirements	Disposal event and method
Experiment details	Internal (Confidential) not PII (Unilever classification)	Only held on Unilever systems	Not applicable – Hybrid Intelligence will not store any Unilever data	Not applicable – Hybrid Intelligence will not store any Unilever data
Structured Data Capture				
Model development				

2.2.1 PII data

This project does not need to work with personally identifiable information.

2.3 Requirements

Unilever requires a service to cover:

- Level 3 incident and problem management of software issues that arise during the support period
- Service request management for picklist updates
- Administration of the system
- System configuration
- Maintenance of support documentation

- Regular management reports
- Seamless integration of the support service with Unilever's Helpdesk system and [L1/L2] teams

2.4 Constraints and assumptions

In preparing this proposal we have made the following assumptions and noted the constraints:

- Level 3 support will be provided during UK working hours only, and will exclude UK public holidays and the period between Christmas and New Year
- Unilever will provide access and licenses needed for all Experiment and PLP environments required to fulfil the activities described in this SoW
- Unilever will provide access to Azure DevOps and all SDC documentation
- Unilever will provide Hybrid Intelligence with the full source code (PLP protocols, Angular components, etc.) in Unilever's Azure DevOps system
- The release process will involve the following:
 - Releases will be done as hotfixes not on a fixed schedule, as requested by the business. However, for the purposes of producing an estimate, it has been assumed there will be one release per month
 - The Unilever team will be responsible for raising RFCs
 - For each release the Hybrid Intelligence team will provide an implementation plan including deployment, smoke testing, and back-out plans
 - For each release the Hybrid Intelligence team will be responsible for progressing the actions identified in the implementation plan
- The Hybrid Intelligence team will not be administering a database as part of this support work
- It is assumed that all workflows to be supported have undergone a full UAT and have successfully completed PGLS
- Any new workflows will not be covered by this arrangement unless this is mutually agreed between Hybrid Intelligence and Unilever
- Unilever will be responsible for the PLP Azure environment, and any issues raised that relate to the environment will not be handled by the Hybrid Intelligence team
- SDC enhancements are out of the scope for Level 3 support and will require a separate SoW on a Time & Materials basis
- Support for the current SDC 1.0 platform
- The Hybrid Intelligence ACI support team and support scope will be reviewed during H1/2022 for H2/2022 in preparation for supporting the SDC 2.0 PaaS solution.

If any of these assumptions do not agree with your needs or expectations, please discuss them with us now.

2.5 Key risks

During preparation of this proposal we have noted the following key risks:

- Incidents that could be resolved at Unilever Level 2 team are assigned to Level 3 team. There is a risk that Level 2 SDC tickets result in higher consumption of the budget.
- SDC 2.0 PaaS platform business GoLive is delayed and SDC 1.0 IaaS support will carry on in H2/2022. There is a risk that extended period of SDC 1.0 platform support results in a larger 2022 total support cost. Any parallel running could also increase costs.
- SDC interface (SKB/LIMS/VPS/FLEX) tickets are assigned to SDC Level 3 team to investigate even when the bug/root cause is at interfacing system. There is a risk that non-SDC tickets result in higher consumption of the budget. We recommend Unilever Level 2 team develop a triage workflow to check dependent systems for availability and any changes before assigning tickets to the SDC Level 3 team to minimise the impact of this risk. Planned data or platform changes to integrated systems should be flagged to the SDC team ahead of implementation such that a change assessment can be completed.

3 Services to be provided

3.1 Overview of services

The following table gives a broad outline of the services we propose to meet your requirements for support of SDC. Each is described in more detail in subsequent sections.

Service	Description
Level 3 support	<p>Ongoing L3 support of the Click or tap here to enter text. application:</p> <ul style="list-style-type: none"> • Office hours availability of trained support team • Level 3 incident response and problem management • Knowledge management • Picklist service requests • Configuration updates to the SDC database • Bug investigation and resolution (e.g., code level fixes, workarounds, configuration changes) • Performance in accordance with defined service levels
Reporting	<ul style="list-style-type: none"> • Regular reports to review service effectiveness • Ticket summary for reporting month • Status of actions arising from previous reports • Performance against SLAs • Incident ageing analysis • Budget monitoring

3.1.1 Supported items

The following items will be maintained and supported by the service:

- SDC 1.0
 - Production IaaS environment consisting of an Angular front-end, Pipeline Pilot back-end, and database
 - QA IaaS environment consisting of an Angular front-end, Pipeline Pilot back-end, and database
- Source code and executables
- Configuration data
- L3 support documentation
- Workflow test scripts

Master versions of the documentation items will be maintained at Hybrid Intelligence for the duration of the contract. We will deliver updates to these documents in conjunction with the software releases.

3.2 Level 3 support activities

The Hybrid Intelligence Level 3 Support Manager is responsible for the following level 3 support activities:

3.2.1 Issue response

On receipt of a support request, Hybrid Intelligence will:

- Acknowledge receipt of issue
- Perform incident triage and investigation by:
 - Liaising with client staff to ensure issues are understood, and the appropriate steps to reproduce are documented
 - Performing initial investigation into cause of issue and establish estimate for work involved to fix
 - Schedule work required to resolve issue – dependent on severity of issue
- Report on progress on incidents to client staff when requested
- Meet the agreed SLAs
- Update known problem and fix details (if appropriate)
- Update system documentation (if appropriate)
- Maintain internal ACI knowledge base and consider cross application implications and lessons learnt
- Discuss and agree any required release plan with the client.

3.2.2 Raising a support request

To ensure that only legitimate support requests are passed on to Hybrid Intelligence, it is important that incidents are submitted to ServiceNow only by nominated SDC superusers.

3.2.3 Language Considerations

Support will be provided in the English language only

3.2.4 Service Levels

Responses will be those required for a standard UK hours SC4 application.

Unilever Service Criticality Matrix

Service Criticality	Business Impact		
	High	Medium	Low
SC 1	Urgent P1	Urgent P1	Medium P3
SC 2	Urgent P1	High P2	Medium P3
SC 3	High P2	Medium P3	Low P4
SC 4	Medium P3	Low P4	Low P4

Unilever Priority SLA

Priority	Response Time	Resolution Time
Urgent P1	15 minutes	4 hours
High P2	30 business minutes	8 business hours
Medium P3	8 business hours	24 business hours
Low P4	24 business hours	168 business hours

Note:

This SOW is for an SC4 service and hence only P3 and P4 calls can be logged. During System down issues and high impact issues Unilever expect Hybrid Intelligence to work on the issue and get to the resolution at the earliest reasonable time.

Support KPI's:

In light of this, we propose measuring the following KPIs on a monthly basis in order to monitor the effectiveness of the service:

- Incident management: percentage of P3 incidents resolved within 24 business hours.
 - We anticipate achieving > 90%. Note that incident resolution may result in a Problem Investigation ticket being raised.
- Incident management: percentage of P4 incidents resolved within 21 business days.
 - We anticipate achieving > 95%. Note that incident resolution may result in a Problem Investigation ticket being raised.

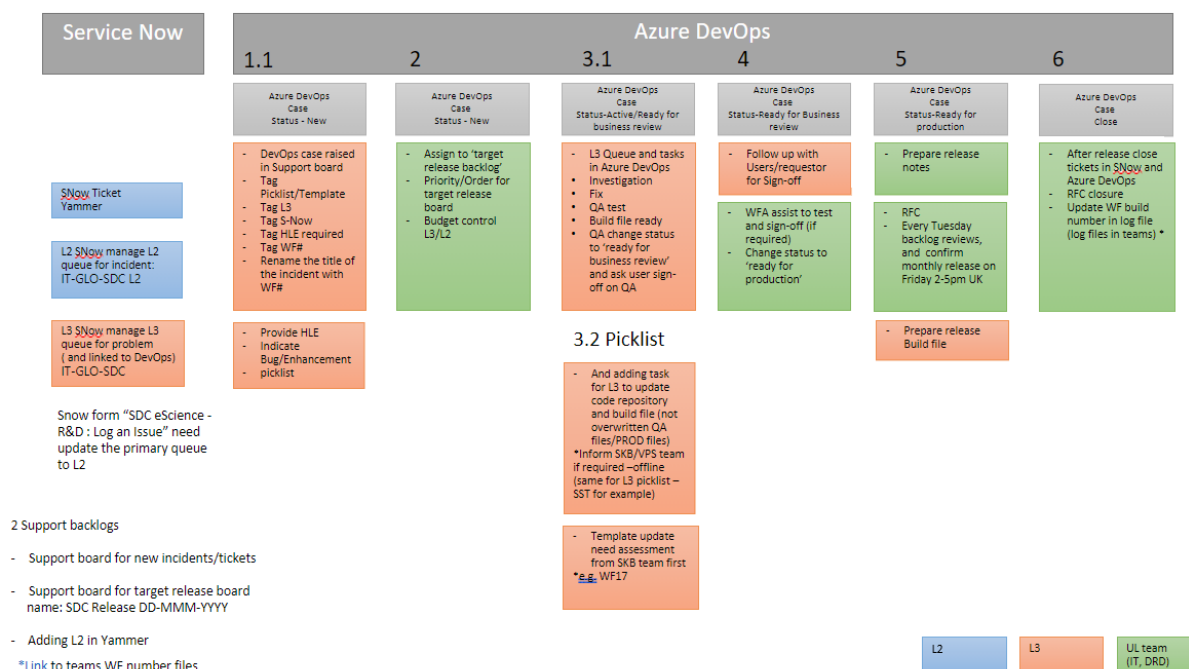
3.2.5 Service coverage

The service coverage we are proposing for SDC is UK hours (9am-5pm) Monday to Friday excluding UK bank holidays, the period between Christmas and New Year, the afternoon of Hybrid Intelligence's Christmas lunch. There is no provision for support or deployments to be made outside these hours. In line with the policies set out by both Hybrid Intelligence and Unilever, due to COVID-19, the work covered within this SoW will be done remotely. Regular contact will be maintained through online communication tools.

This will allow us to meet the SLAs for incidents raised in India, Continental Europe and the UK on UK business days. However, it will mean there are potential gaps in our ability to respond as follows:

- There is the possibility of failing to meet the 8 hour response SLA for P3 incidents raised on any UK public holidays which are not public holidays in India or continental Europe.
- There is also the possibility of failing to meet the 8 hour response and the 24 hour resolution SLAs for P3 incidents and the 24 hour response SLA for P4 incidents during the period between Christmas and New Year when Hybrid Intelligence closes for normal support activities.

3.2.6 Roles and responsibilities



3.2.7 Change and release Management

If a change is required, a new version would be released into the live production environment. Typically, non-urgent software fixes will be rolled out together in planned regular releases. Critical and Urgent problems will be rolled out as emergency releases. However, this is always agreed with the SO in advance who may request a different release schedule.

In all circumstances, Unilever staff will play a key role in accepting the updated system and authorising deployment on the production server.

To initiate the process Hybrid Intelligence will ask Unilever to launch the RFC process. RFCs will be approved by the service owner. Hybrid Intelligence will provide an implementation plan for each release which will include deployment and smoke testing strategies. Hybrid Intelligence will participate in all appropriate change and release management meetings as described in the Unilever processes.

In summary, change and release management will encompass:

- Playing a central role in change management
- Involvement in demand/desirability meetings
- Involvement in Change Approval Board meetings
- Input into change impact assessments and associated documentation
- Creating and maintaining change documentation
- Coordination between change implementation teams
- Running Post Implementation Reviews
- Ensuring releases are fully compliant with client's release process
- Maintaining knowledge of internal Unilever IT teams

3.2.7 Problem management

If the underlying cause of an incident is not clear, if a combination of incidents suggests an underlying problem or if the resolution of an incident involves some development work outside of the scope of the immediate incident response, then the Unilever processes will be followed to progress the issue as a problem ticket.

Prior to raising the problem, Hybrid Intelligence will investigate the root cause of the problem and record high quality diagnosis information so that L3 support teams have sufficient information to permit them to start work on the resolution of problems. The resolution of the problem may involve reassigning to another Support Group or raising a Request for Change.

4 Capability maintenance

On an ongoing basis, throughout the support period, we will maintain our ability to provide the required standard of support by:

- **Managing and maintaining the support environment.** Both the Hybrid Intelligence development environment and the VPN link will be tested to confirm they are performing as expected.
- **Providing Support team continuity training.** The support team will carry out continuity training to maintain their knowledge of the system, and new staff will be added to the team as required.

5 Management and Reporting

The Hybrid Intelligence team will work under the management of a Client Support Manager (CSM) who will be responsible for Hybrid Intelligence resourcing, quality matters, leadership of the support team and ongoing monitoring, and will be the initial escalation path for any client concerns.

The CSM also provides the prime point of contact for communications relating to the support contract and is responsible for:

- **Reporting.** The CSM will provide monthly reports outlining the work carried out in the previous month, a breakdown of effort on a task by task basis, and if appropriate on the performance of the service against the agreed service levels.
- **Regular Review Meetings.** The CSM will arrange regular review meetings (usually quarterly) with the superintending officer. These may be either face-to-face or by telephone. These meetings provide an opportunity to review the service that we provide and to discuss any suggestions for improving the system.

5.1 Escalation route

Please raise any concerns initially with the client support manager. If these are not resolved satisfactorily, please contact the Hybrid Intelligence ACI Manager at aci.manager@capgemini.com. The ACI Manager will immediately attempt to resolve the concern. All escalated issues are handled formally, and taken as an opportunity to identify improvements to our service.

6 Activities excluded from this proposal

- Level 2 support
- Network management
- Hardware infrastructure
- Back up
- Disaster recovery
- Out of hours, weekend, UK bank holidays the period between Christmas and New Year, the afternoon of Hybrid Intelligence's Christmas lunch
- Upgrade to underlying Pipeline Pilot version
- SDC 2.0 PaaS replatforming activities
- SDC enhancements.

7 Delivery

Unilever Quality procedures will be followed, where applicable, for all work items.

Where there are missing areas of procedure, then the PM will use the Hybrid Intelligence ISO 9001:2015 accredited Quality Management System, which has been developed over several years to minimise unnecessary bureaucracy.

8 Stakeholders

8.1 Client Stakeholder

Stakeholder's Name	Responsibility	Contact Details
Superintending Officer	To manage Unilever stakeholders, and confirm acceptability of the service.	Ting-Ting.Hu@unilever.com
Point of contact for escalations		Ting-Ting.Hu@unilever.com
Budget Holder	Has authorisation to place an order for the contract amount.	Nick.Denye@unilever.com
R&D Platform Director		Vikram.Sridharan@unilever.com
Business Owner	Representative for the application from the business.	Andrew.Minter@unilever.com
Data Owner	Accountable for the information held within the system.	Andrew.Minter@unilever.com
User community representative	Confirm user acceptance of the service and advise on individual problems	Teresa.Loughbrough@unilever.com
Application Manager	Accountable for delivery of application services	Ting-Ting.Hu@unilever.com
Super-users	Familiar with the system, can raise tickets and advise other users.	SDC Super User list

8.2 Hybrid Intelligence's ACI team

Role	Relevant experience	Grade	Anticipated billing %age
Client Support Manager: Responsible for Hybrid Intelligence resourcing for SDC Workflow support, for leadership of the Level 3 support team and escalation path for any client concerns	Project Manager for SDC support from 2020	Scale 6	14%
Technical Lead Responsible for Level 3 support	Angular, Python, Pipeline Pilot, database systems. Experience with Unilever Azure and DevOps environments. Familiarity with the SKB-side of SDC workflows	Scale 4	10%
Responsible for Level 3 support	Angular, Python, Pipeline Pilot,	Scale 5	50%
Level 3 Incident Manager	SDC Support, Snow, Pipeline Pilot	Scale 3	23%
Level 3 Incident Manager	SDC Support, Snow, Pipeline Pilot	Scale 4	3%

9 Client Dependencies

9.1 Scheduling of support activities

Hybrid Intelligence support work will be carried out according to a prioritized work list. Consequently, it is important that you prioritize all requests and inform the CSM of any changes in priority that may occur.

9.2 Release Acceptance

Unilever staff will be responsible for accepting the release prior to roll out on the production system

9.3 Other dependencies

Support can only be provided efficiently if the client and Hybrid Intelligence staff work effectively together, and the Hybrid Intelligence support staff have access to all the information and facilities they need. To ensure this we need you to provide the following:

Delivery Day	Dependency
1st January 2022	Access to the Unilever network
1st January 2022	Access to the application servers and hosting environments (Production, QA and Dev)
1st January 2022	Access to representative example data (as required)
1st January 2022	Access to any hardware required by the systems
1st January 2022	Sufficient access to Unilever's ServiceNow system to allow Hybrid Intelligence to generate the necessary ServiceNow reports
1st January 2022	Continued provision of Unilever laptops for above members of staff.

Throughout the project we would like to be able to ask questions of key members of your staff outside of the normal review and progress meetings, for example, to seek clarification of the problems and proposed solutions.

10 Scheduling

This SoW covers the period of work from 1st January 2022 to 30th June 2022.

10.1 Estimated effort

Activities	# Days
Service request (Picklist)	15
L3 Incident resolution	11.5
L3 issue investigation, fixes, and releases SDC 1.0 H1/2022	71
Problem Management	6
Release Process	6
Knowledge Management	3
Service reporting	3
Service improvement	3
Leadership / management / weekly calls	13.5
Total	132

11 Commercial

We will use rates agreed in the Framework Agreement (available on request) for all work carried out on a T&M basis. In order to calculate the proposed budgets below we have made assumptions about the grade and time of staff to be used. In practice, we will use the most cost-effective resource and we will charge you the rate of the person who actually does the work.

The earlier sections give more detail on the individual activities but in summary the costs are estimated with an example resource profile as follows:

- T&M SC4 Level 3 support for H1/2022 : £146,221.99 + VAT**

Resource	Rate / hour	Hours	Total
Client Support Manager (G6)	£133.42	153.5	£20,479.97
Technical Lead (G4)	£110.01	133	£14,631.33
Level 3 Support Engineer (G5)	£123.48	592	£73,100.16
Level 3 Incident Manager (G3)	£100.78	333.5	£33,610.13
Level 3 Incident Manager (G4)	£110.01	40	£4,400.40
Total		1252	£146,221.99 + VAT

Note

The current rate card in the Framework Agreement is under negotiation. For budgeting purposes we have used the current agreed rates. Rates will be adjusted following agreement and could therefore reduce the hours available to the project. It is recommended that Unilever hold a small contingency to cover this risk.

We anticipate of all this work will be carried out remotely in line with the policies set out by both Hybrid Intelligence and Unilever, due to COVID-19.

Any hours worked will be charged T&M in addition to the charge for out-of-hours cover. Besides the monthly out-of-hours charge, there are no additional Over Time charges.

We will invoice any hours used retrospectively on a monthly basis. If the limit of liability proves to be insufficient we will contact you to establish the appropriate way forward. If the limit of liability exceeds the required number of hours, you will not be invoiced for the unused time.

We emphasize that this is not a Fixed Price contract and therefore we do not guarantee to resolve all problems within the estimated time. Any unforeseen difficulties or changes to the specification, requirements or deliverables may lead to additional costs.

11.1 Travel



We will charge expenses for any journeys that may be necessary as part of this work. Expenses, authorised in advance by you, will be charged at 45p per mile or economy class air/rail and must be supported by valid VAT receipts.

11.2 Validity of Offer

This proposal is valid for 28 days, and we need you to respond within that period for us to keep this offer available.

12 Approval

The parties hereto have caused this Statement of Work to be executed by their respective duly authorized representatives as of the Effective Date hereof. All other terms and conditions of the Agreement not expressly modified herein remain unchanged and in full force and effect.

Tessella Ltd.	Unilever UK Central Resources
By: 	By: 
Printed Name: James Hutchinson	Printed Name: Nick Denye
Title: Account Manager	Title: R&D IT Lead Manager

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Document Approval

The following are required to approve this document. Their approval signifies that the document is fit for purpose and approved for use. Evidence of appropriate review will be filed in NPD.

Name	Approval Role	Company
James Hutchinson	Account Manager	Hybrid Intelligence

Distribution

Name	Role	Company
Tingting Hu	Superintending Officer	Unilever
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Revision History

Author	Issue	Date	Description
Mari Cooper	V1.R1.M0	14-Dec-2021	1st version written
Mari Cooper	V1.R1.M1	15-Dec-2021	2 nd version – H1/2022 support for SDC 1.0.
James Hutchinson	V1.R1.M2	16-Dec-2021	Review & release

References

Document	Ref	Date	Details & Issue

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