

STATEMENT OF WORK

Statement of Work No. 01

RhythmCare POC

BY AND BETWEEN

BOSTON SCIENTIFIC CORPORATION

AND

VIRTUSA CORPORATION

This Statement of Work No 01 (“Statement of Work” or “SOW”), is entered into as of December 26, 2023 (“SOW Effective Date”) pursuant to the Master Services Agreement between Boston Scientific Corporation (the “Client” or “BSC”) and Virtusa Corporation (the “Vendor” or Service Provider”), with an effective date of October 01, 2022 (the “Agreement”). For the purpose of this SOW, Client Shall be Boston Scientific Ibérica, S.A., an affiliate of BSC, and this SOW is issued under and subject to the terms and conditions of the agreement between BSC and Service Provider. In the event of a conflict between the Agreement and this SOW, the terms and conditions set forth in the Agreement will govern for purposes of this SOW unless otherwise agreed to herein (consistent with Section 1.2 of the Agreement), or as specified in Section 6.1. Capitalized terms used in this SOW have the meaning assigned in the Agreement unless otherwise defined herein.

1. **PROJECT TERM**

1.1 Project Commencement Date: 26-Dec-2023

1.2 Estimated Project Completion Date: 02-Feb-2024, unless earlier terminated or renewed as provided for under the Agreement.

2. **SCOPE, SERVICES and DELIVERABLES**

2.1. In-Scope

The scope of this SOW is to:

- Create a Proof-Of-Concept (POC) to demonstrate a virtual assistant that can assist the BSC’s field representatives to respond to questions based on current/latest version of IFU (Information for Use) and DFU (Design for Use) documents.
- Develop a Virtual assistant to provide interactive multi-lingual text-based chat experience to the end-user, with an initial scope to support English & Spanish languages (depending upon multilingual support by zammo.ai).
- Integrate a Chatbot experience based on Field Hospital work profiles, limited to FCS (Field Clinical Specialist). Create a system experience to be enhanced to create additional personas.
- Integration of the Chatbot and Generative AI models will include manuals & guidelines to be used from publicly available Boston Scientific Consulting web content.
- Development of the Virtual assistant that is limited to a “responsive web application only” that can be used from mobile and desktop, to ascertain the efficacy of LLMs for the query/response scenarios.

- Development of a standalone Generative AI application leveraging zammo.ai platform and LLMs available through the zammo.ai platform, limited to document context provided by BSC.
- Development will consist of using Open AI, foundation LLMs and other appropriate cloud services available through zammo.ai platform.
- Tune the chat responses by working closely with the identified set of POC users and enhance the prompts, guardrails to achieve the outcome based on the feedback by the POC users for a period of two weeks
- Reporting of received questions, provided answers and user's feedback to the response
- IFUs and DFUs in scope are the ones available for the following products
 - Priority 1:
 - LATITUDE Heart Connect
 - Cardiac Resynchronization Therapy Defibrillator
 - IMAGEREADY™ MR
 - Priority 2: (during the Discovery phase, both parties will determine if, and how many of the following products will be in scope)
 - Lux-DX
 - Rhythmia HDx
 - 3300 LATITUDE programming system

2.2. Out of scope

Below are the out of scope for this POC:

- Redirection to human user agent during/post the conversation with the interactive chatbot.
- Offline use of the virtual assistant, when there is no connectivity at the site.
- Availability of the virtual assistant as mobile app or on hand-held devices.
- Integration to partner systems, CRM (Salesforce) or other applications.
- Images or videos or process flow diagrams processing
- IVR based interface for the end user interaction
- Deployment packages & deployment to UAT or production environments
- Optimization of non-functional requirements for performance, latency & concurrency

2.3. Assumptions

- This self-service-based virtual assistant can support between two to five products that have adequate documentation; to be finalized upon review of the documents by Virtusa.
- BSC will provide well-written product user manuals and guidelines available for usage
- User groups will be available to support as needed, including field clinical specialists
- BSC will issue licenses in accordance with prearranged schedules
- BSC shall provide a single point of contact (SPOC) to coordinate with various stakeholders

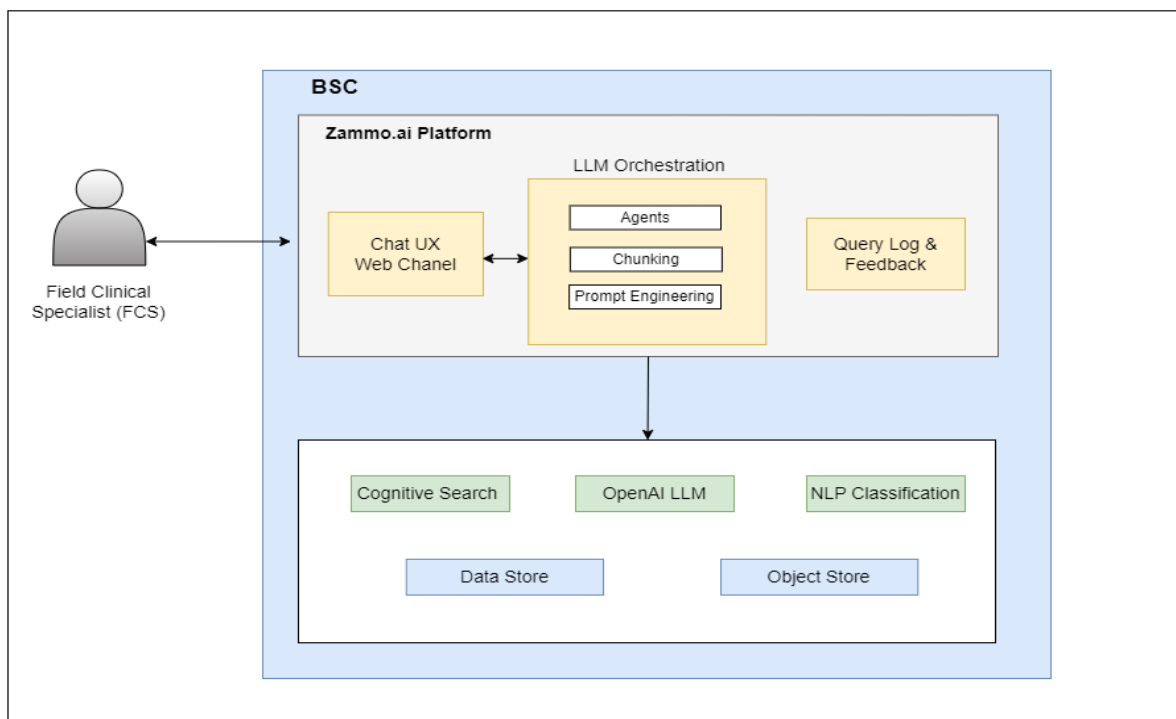
- BSC business SMEs will be available to provide any clarification on business scenarios related to downstream applications
- BSC Stakeholders will provide sign-off of on deliverables in writing within three business days
- While response from the LLMs can be in Spanish, the UI itself will have menus, labels & texts only in English
- Provide the FCS with an option to rate the responses and provide feedback
- UI rendering is dependent on functionality available in zammo.ai platform.

2.4. Dependencies

- BSC shall provide necessary access to the environment prior to any work beginning in accordance with the set timelines and tools that are required to complete all deliverables provided in this proposal
- Dedicated time availability of BSC teams for any clarifications on business functions
- Availability of SME, to help with historical/likely queries & responses, also for assistance with prompt engineering

2.5. Solution View

Following is a schematic representation of the proposed solution for the POC to help site personnel with contextual responses from the manuals.



Solution Description:

The solution includes a proof-of-concept, treated as a (MVP) or proof of value, which will include the base components to ultimately build on and serve as a comprehensive Self-Service Hospital Support model (end to end) for the field agents and integration with BSC's Manuals and ultimately other prominent sources on healthcare.

1. Build the Chat web interface in zammo.ai platform to interact with queries that can be answered referencing the documents identified for the POC
2. Using prompt engineering technique, designing inputs for generative AI tools that will produce optimal outputs
3. Integrate zammo.ai with the necessary APIs or various data source
4. Test the chatbot across different scenarios and user inputs. Address any issues related to misunderstandings, ambiguous queries, or system integrations.
5. Iterate on the design based on user feedback.

2.6. Services

Pursuant to the terms and conditions of this SOW, BSC engages Supplier to perform the services described herein and provide the Deliverables, if any, hereinafter set forth.

Virtusa agrees to provide following services under this SOW:

- Implementation of the in-scope items mentioned in section 2.1
- Project and Program Management
- Support Demo

2.7. Deliverable

#	Name	Descriptions
1	High Level Solution document	Solution approach and Logical and Technical Architecture.
2	Status Reports	Weekly Status reports showing the progress and key issues. Demo sessions.
3	High Level Execution Plan	Solution Approach and Future Roadmap

3. Acceptance Criteria

The POC will be reviewed by Client during the review meeting based on the mutually agreed written specifications or requirements under this SOW ("Acceptance Criteria"). The POC shall be accepted or rejected by Client in writing based on the Acceptance Criteria within a period of three (3) business days ("Acceptance Period") (Client's acceptance must be documented in writing in a manner accessible to both parties). The accepted requirements for this POC will form the basis for Client's acceptance of the Services and Deliverables. In the event the Deliverable fails to conform to the Acceptance Criteria for such Deliverable (a "Nonconformity"),

Service Provider will re-submit the completed work in a mutually agreed upon timely manner and Client will have another three (3) business days to review the resubmission of the work based on the Acceptance Criteria. Absent timely receipt by Service Provider of such notice within the Acceptance Period specified above, the Deliverable, or any re-submission thereof, shall be deemed to have been accepted by Client hereunder.

4. **FEES; EXPENSES; PAYMENT**

4.1 **NEC (Fixed Price model):**

Virtusa will invoice BSC based on the fixed payment schedule below. Payment is due and payable per the terms of the Agreement, and Virtusa agrees to follow the BSC accounts payables process.

Service Description	Invoice Date	Service Fees
POC Services	29-Dec-2023	\$51,403

The total amount above is the overall budgeted amount for this SOW

- Any changes in staffing will require mutual written agreement of the parties
- Any material changes in staffing level (e.g. extended vacation for project team member) and resulting impact on monthly invoicing amount will be discussed and agreed between both parties
- The entity that will issue the PO and to which Virtusa will send the invoices for this project is:
Boston Scientific Ibérica, S.A.

CIF/VAT: A-80401821

Address: c/ Ribera del Loira 46, Ed 2

28042, Madrid, Spain

4.2 **Expenses.** Expenses shall not exceed 10% of the NEC. Expenses and travel (if any) will need to get pre-approved by the BSC Product Manager. All travel will follow the Client's Travel Policy and will be billed as actual.

4.3 **Rate Card:** The rate card below will be used for any potential ramp-up/ramp-down for the project.

N/A

5. **ROLES and RESPONSIBILITIES**

5.1 **Service Provider Scrum Team.** To accomplish the objectives of this SOW, Service Provider shall provide a team with the following roles and responsibilities:

Roles	Responsibilities
-------	------------------

Sr Solution Architect (Chat bot/Gen AI experience)	<ul style="list-style-type: none"> • Providing recommendations and roadmaps for proposed solutions • Design, describe, and manage the solution • Providing technical leadership to a team throughout the PoC • Regularly communicating new features and benefits to partners, customers, and other stakeholders • Design chatbot and GenAI architecture
Project Manager	<ul style="list-style-type: none"> • Project Manager is the point of contact for escalations • Driving teams across all workstreams
Azure Application Developer	<ul style="list-style-type: none"> • Experience with NC/LC for creating ChatBot • Develop LLM Orchestration model using LLM API <ul style="list-style-type: none"> ▫ Chunking & Embedding ▫ Prompt Engineering ▫ Agents
ML Engineer	<ul style="list-style-type: none"> • Design and Develop LLM Orchestration model using LLM API
Prompt Engineer	<ul style="list-style-type: none"> • Design LLM Orchestration PR • Prompt Engineering • Agents
Cloud DevOps Engineer	<ul style="list-style-type: none"> • Pipeline Development • Terraform Development • Configuring cloud resources
*Note: Any changes in staffing will require a minimum of 4-weeks' prior written notice.	

5.2 Client Roles and Responsibilities

5.2.1 Client Roles

The following roles will be performed by BSC team and the Service Provider's team will collaborate in creating product backlog and PI/Sprint planning.

Project Manager	Review business requirements in the form of user stories, sprint planning and approvals.	2 Hours/day
BA	<ul style="list-style-type: none"> • Provide insights into the client's business objectives, priorities, and specific needs that the project must address. • Offer subject matter expertise for guiding the project team • Provide feedback and help prioritize features and functionalities based on business value. 	As required
Application Team	Support development team to address any queries or validating integration points during the POC execution.	As required

5.2.2 Client Responsibilities

In connection with the Services and Deliverables to be provided under this SOW, Client, in addition to its responsibilities under the Agreement, agrees to fulfill the following obligations. Client will perform all Client responsibilities and obligations as set forth herein (it being understood and agreed that Vendor's performance is expressly conditional on the timely and complete performance of the Client of its obligations herein; the failure of Client to perform any such obligation or responsibility or otherwise to meet such deadline(s) may entitle Vendor to adjust the project schedule to accommodate the effect of the delay or make a change request through the Change Request process as set forth above that may result in additional cost and expense to Client).

- Client will appoint a single point of contact who will act as the key interface for the Vendor's team. In addition, Client will provide reasonable access to certain technical staff personnel that have the necessary knowledge and expertise relating to the project to collaborate with and assist the Vendor team on resolving project issues.
- Client will provide timely and accurate information as requested by Vendor in order to enable Vendor the ability to fulfill its responsibilities under this SOW
- Client core team and SMEs will be available for requirements working sessions, meetings, reviews, and decisions
- Client business and technical SMEs that have the necessary knowledge and expertise relating to the project will be available to answer questions in a timely manner
- Client decision makers will be available for meetings requiring approvals and to review and approve all deliverables as per the timelines listed in this SOW
- Client shall be responsible for the performance of other contractors or vendors engaged by Client in connection with this Project
- Client shall be responsible for the contractual relationship with third parties contracted by Client and for ensuring that they cooperate with Vendor. In addition, Client will facilitate support to third party software used by Vendor, with the exception of Vendor tools

6. PERSONNEL

6.1 Project Managers:

Client:

- John Farragher

Service Provider:

- TBD

6.2 Management Team: The Management Team shall facilitate the resolution of disputes, in accordance with the provisions set forth in the Agreement.

Client:

- Ton Meuwissen, Enmanuel Cueva

Service Provider:

- Ranjeeta Singh, Client Partner, Chinmay Pradhan, Life Sciences Head

6.3 Service Provider Key Personnel (if applicable):

- Not Applicable

6.4 Service Provider Restricted Employees (if applicable):

- Not Applicable

6.5 Subcontractors:

- Not Applicable

6.6 Contractors:

- Not Applicable

6.7 Additional Personnel Roles and Responsibilities:

- Not Applicable

7. **ADDITIONAL TERMS**

7.1 Place of Performance

- Service Provider staff are largely located in Service Provider US & India offices.

8. **SOURCE MATERIAL ESCROW**

☐ YES

9. **OTHER TERMS - N/A**

IN WITNESS WHEREOF, the parties hereto have executed this SOW No. 01 as of the SOW Effective Date.

SERVICE PROVIDER

VIRTUSA CORPORATION

By: Paul D. Tutun

Name: Paul D. Tutun
Title: EVP & General Counsel

Boston Scientific Ibérica, S.A.

By: 

Name: David Moñino Repolles
Title: Digital Development Manager EMEA