



INB0812923

Master Statement of Work for Quality Assurance & Testing Managed Services 01.01.2020
NO SERVICES MAY BE PERFORMED UNTIL FACEBOOK TECHNOLOGIES AND VENDOR SIGN THIS STATEMENT OF WORK
AND FACEBOOK TECHNOLOGIES ISSUES A VALID ORDER FORM AND VALID PURCHASE ORDER

The purpose of this Master Statement of Work (“**SOW**”, “**MSOW**”, or “**Master SOW**”) is to describe the Services and Deliverables that Vendor will provide to Facebook Technologies under the terms of the Professional Services Agreement entered into between HCL Technologies Corporate Services Limited (an affiliate of HCL America Solutions, Inc., collectively “**Vendor**”) and Facebook Technologies, LLC (formerly known as Oculus VR, LLC), a Delaware limited liability company (“**Facebook Technologies**”) on January 7, 2014 (the “**Agreement**”). Capitalized terms used and not defined in this SOW have the meanings given such terms in the Agreement. This SOW is effective as of January 1, 2020 (“**SOW Effective Date**”). Unless otherwise terminated earlier in accordance with the terms of the Agreement, the Services and Deliverables will end on the completion of the Services and Deliverables by Vendor, which in no event shall be later than Dec 31st, 2023 (“Expiration Date”), unless mutually agreed to by the parties in writing or in email, and acceptance of the Services and Deliverables by Facebook Technologies.

Services to be provided under this SOW are defined in Section 1 below and as set forth in order forms that may be executed and attached to this SOW on or after the SOW Effective Date (“**Order Forms**”). Order Forms may be entered into under this SOW by Facebook Technologies or any Affiliate. The entity that executes the Order Form with Vendor shall be considered “Facebook Technologies” for purposes of the Order Form and SOW and shall be deemed to have been entered into a two-party agreement between itself and Vendor. The form of the Order Form is set forth in **Attachment B** of this SOW.

Notwithstanding anything to the contrary, Vendor agrees that it shall not commence any Services under this SOW or Order Form until Facebook Technologies has executed this Master SOW and provided authorization of the Order Form via email and issues a PO corresponding to that Order Form forming a valid contract. Facebook Technologies is not responsible for any payment to Vendor if such conditions are not met.

Vendor	Facebook Technologies
Project Manager: Rajarshi Ghosal	Project Manager: Jaweed Bari
Email: rajarshi.ghosal@hcl.com	Email: jaweed.bari@oculus.com
Phone : 510.463.7764	Phone :

1. Services. Vendor shall provide any of the Services described below and as described on an applicable Order Form subject to this Master SOW for the applicable Facebook Technologies projects and further in compliance with the specifications provided in the Order Form as confirmed by issuance of a Purchase Order to Vendor to confirm authorization. Services that may be ordered will include but are not limited to the following and as further set forth in Attachment D, Service Descriptions, and subject to Acceptance of the Services by Facebook Technologies:

1.1. Description of the Services:

- 1.1.1. Services, as specified by Facebook Technologies on the Order Form, may include but not be limited to prototype and production level testing below, and including Services as further described in Attachment D:
 - Quality Assurance (“QA”) and Quality Control (“QC”) testing and analysis
 - Test Plan design and execution as defined by Facebook Technologies



- Global Test Execution (general testing, including but not limited to bisection, regression, bandwidth/load, quality, ad-hoc, and safety testing)
- PlayTesting (feature and functionality) and User Simulation (i.e. A playtest is the process by which a game designer tests a new game for bugs and design flaws before bringing it to market)
- Dogfooding (i.e. internal user testing of our own prototypes and products)
- Triage, corrective test and error correction
- Development of patches, bug and security fixes, releases and verification
- Manual to automated test conversion
- Packing, staging and logistics
- Inventory management of assets and device prep
- Report on tests analyzes results and possible language translations of results
- Testing in multiple languages, using multiple demographics in several geographical regions
- Third Party Collaboration Services – Vendor may conduct testing in collaboration with Facebook Technologies suppliers (may require 3-way non-disclosure agreements)

1.2. Services Location. Facebook Technologies' or Vendor's facilities listed on the applicable Order Form will be available for Vendor to perform the Services, subject to Vendor's compliance with the terms of the Agreement and all applicable Facebook Technologies policies.

For example (*as applicable*):

- 1.2.1 No Facebook Technologies' source code will be onsite at Vendor's facilities, on hardware, or any network. Source code will only be accessed on the Facebook Technologies facilities on Facebook Technologies equipment.
- 1.2.2 Vendor shall at all times during the term of performance comply with all applicable Facebook Technologies facilities, security, data privacy and IT security policies relevant to the Services performed.

2. Deliverables. Vendor will deliver the following Deliverables, which will meet the requirements set forth below:

2.1. Description of Deliverables: The results of the Services provided by Vendor to Facebook Technologies under this SOW and applicable Order form, include but shall not be limited to code, software, analyses, data collection, reports, research, studies, prototypes and production products developed by Vendor for Facebook Technologies in accordance with the specifications provided to Vendor. The Deliverables shall include but are not limited to those as further described on the applicable Order Form.

2.2 Description of Documentation for Deliverables: Any reports, summaries, test results, SOP's, training materials, schedules, release notes, manuals, guides, licenses or other documentation provided to Facebook Technologies by Vendor.

IMPORTANT NOTE: Vendor will not incorporate into or provide in conjunction with any Deliverable or create any Deliverable with a dependency upon any Background Technology or Third-Party Materials without strictly complying with all of the conditions described in Section 9.1(e) of the Agreement.



2.3. Background Technology (if any): Are any Background Technologies incorporated into or provided in conjunction with any Deliverable or is any Deliverable dependent on any Background Technology?

Yes No

2.4 Third Party Materials (if any): Are any Third-Party Materials incorporated into or provided in conjunction with any Deliverable or is any Deliverable dependent on any Third-Party Materials?

Yes No

IMPORTANT NOTE: For any and all Open Source Software ("OSS") specified in Section 2.4 or other third-party licensing, provide a link(s) below to the applicable license to be obtained by Vendor and transferred to Facebook Technologies.

3. Performance.

- 3.1. Reports. Vendor will provide written reports to Facebook Technologies documenting Vendor's performance of the Services, as further described in Section 7, and/or as set forth under the applicable Order Form
- 3.2. Facebook Technologies Resources. Subject to the Agreement, and with reasonable advance notice, Facebook Technologies may make resources available to Vendor, its personnel and/or any Facebook Technologies property; provided however, that any and all property and assets, whether tangible or intangible, provided by Facebook Technologies to Vendor shall remain Facebook Technologies property and promptly be returned to Facebook Technologies in good working condition upon completion of the Services assigned to any Vendor Parties such assets were assigned to on a temporary basis.
- 3.3. Vendor Parties. At all times during the term, Vendor shall supply experienced and trained professionals with relevant working experience necessary to perform the Services described in this SOW (and as further described in Attachment D) and in the applicable Order Form. In addition, Vendor shall perform a background check of any personnel assigned to the Services under this MSOW to determine if such persons have any (i) criminal convictions in the last seven (7) years; (ii) open warrants or other legal actions; (iii) validate personnel education and experience and (iv) determine such person(s) have the legal right to work within the USA and can provide any necessary Visa (H1B/H2B) or other documentation as proof. No interns are authorized to perform under this SOW. Vendor shall comply with Attachment C, Facebook Vendor Worker Program for all Vendor Parties provided to perform the Services, where Vendor provides more than twenty-five (25) Vendor Parties during an annual period under the SOW.
- 3.4 Vendor Engagement Manager. Vendor shall appoint an internal manager to oversee the day-to-day work of the Vendor employees in performing the Services, and to act as a point-of-contact for Facebook Technologies during the term of the Services. This Vendor Manager role is deemed a non-billable customer engagement role. The VM will also be responsible to meet with the Program Manager at least twice per month to review status of Service Management obligations set forth in Section X below to all open business, upcoming expirations of PO's or SOW's, discuss staffing of projects, forecasts, and review of time card summaries, escalations, etc.
- 3.5 Compliance with MSOW: Vendor and Vendor Parties shall comply with the terms of this MSOW, including not performing beyond the lesser of (i) the date on which the Maximum Amount of funds under the MSOW are expended, or (ii) the Expiration Date.



4. **Timeline.** The Services will be performed, and Deliverables created in accordance with the timeline specified in the applicable Order Form(s).
5. **Acceptance.** The Services and Deliverables will conform to the description and requirements set forth in the applicable Order Form to this MSOW and require written Acceptance from the Facebook Technologies Project Manager. Any specific Acceptance criteria or testing will be set forth on the Order Form.

6. **Delivery and Fees.**

- 6.1 Vendor will provide the Services specified on an applicable Order Form on a time and materials ("T&M") or a Fixed Fee ("Fixed") basis as set forth in the Order Form and based on the applicable rates as set forth in the Rate Table below. Notwithstanding the foregoing, Facebook Technologies and Vendor may mutually agree to a Fixed Price Not To Exceed Basis for the applicable project set forth on the Order Form.
- 6.2 The total amount of Fees for all authorized Vendor Parties resources shall be set forth on the applicable Order Form subject to the Maximum Amount authorized therein on a not to exceed basis.
- 6.3 Services shall be set forth on the applicable Order Form subject to the Maximum Amount authorized therein on a not to exceed basis.
- 6.4 Delivery for Services and Deliverables shall be as set forth in the schedule and based on the applicable Fees described below and set forth on the applicable Order Form together with the associated PO authorized by Facebook Technologies.
- 6.5 No overtime is granted for Order Forms without Facebook Technologies written approval prior to performance. If any overtime is authorized it will be invoiced at the same hourly rate indicated below without mark-up unless in conflict with local employment law, then subject to no more than a fifty (50%) increase in the hourly rate only for authorized overtime hours worked.
- 6.6 If Vendor should have to replace any Vendor Parties, it will use commercially reasonable efforts to give Facebook Technologies at least two (2) weeks written notice and provide a replacement for Vendor Parties of same skill level and fee rate, in addition to absorbing the costs for any retraining period for the new or replacement Vendor Parties, unless in Facebook Technologies sole discretion it authorizes this retraining to be deemed billable under an Order Form.

6.7 **Rates:**

If the applicable Order Form describes the Services on a T&M basis, then Facebook Technologies will pay Vendor based on the applicable rates set forth in the Table 1 below, unless the parties agree to a fixed fee milestone Fee basis under an Order Form, using this Table 1 as a not to exceed basis to calculate the fixed fee. For those resource roles indicated in Table 1, Services performed under Time & Materials basis will be typically a forty (40) hour maximum work week.

Any Overtime ("OT") on projects under an Order Form may be allowed only if (i) it is authorized in advance in writing or via email by the Project Manager; and (ii) any OT is billed subject to Section 6 and the applicable PO is amended to match the new total. If any contingency fees are authorized under an Order Form for overtime that may be incurred for the Services, Facebook Technologies continues to require prior approval from the Facebook Technologies Project Management. for the specific Vendor



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Party requesting over time hours to be approved. If Vendor performs overtime without prior approval for the specific Vendor Party performing these Services,

Table 1: Time and Materials Based Services:

All Vendor Parties to be utilized to provide the Services will be in compliance with industry standard best practices and qualified to provide the Services as further described in Attachment D, Service Descriptions. No interns are authorized to perform Services under this SOW. Vendor Parties required for Services on a short-term basis (less than one month in duration or less than 40 hours per week) shall be invoiced at hourly rates and long term Vendor Parties (serving more than one month in duration based on 40 hours a week) shall be invoiced on a monthly time and material rate basis.

Billing Basis	Hourly T&M Rate				Monthly T&M Rate (based on 40 hr workweek x 4.2 wks per month)) - India is 45 hrs wk)			
	US- MPK/SEA	US- DAL/Other	LONDON	INDIA	US- MPK/SEA	US- DAL/Other	LONDON	INDIA
<u>QA Playtester</u>	n/a	n/a	n/a	\$9.00	n/a	n/a	n/a	\$1,701.00
<u>QA Performance Playtester</u>	n/a	n/a	n/a	\$15.00	n/a	n/a	n/a	\$2,835.00
<u>QA Support Technician I</u>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<u>QA Support Technician II -</u>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<u>QA Support Technician III -</u>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<u>Lab Technician I -</u>	n/a	n/a	n/a	\$25.00	n/a	n/a	n/a	\$4,725.00
<u>Lab Technician II -</u>	n/a	n/a	n/a	28.00	n/a	n/a	n/a	\$52,92.00
<u>QA Test Analyst I -</u>	n/a	n/a	\$60.00	\$21.00	n/a	n/a	\$10,080.00	\$3,969.00
<u>QA Test Analyst II</u>	n/a	n/a	\$80.00	\$25.00	n/a	n/a	\$13,440.00	\$4725.00
<u>QA Test Analyst III -</u>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Test Scripter I	n/a	n/a	\$90.00	\$28.00	n/a	n/a	\$14,400.00	\$5,292.00
Test Scripter II	n/a	n/a	\$100.00	\$31.00	n/a	n/a	\$16000	\$5,859.00
Security Engineer	\$120.00	\$100.00	\$120.00	\$28.00	\$20,160.00	\$16,800.00	\$20,160.00	\$5,040.00
QA Support Tech Site Liason	\$103.00	n/a	\$100.00	n/a	\$17,304.00	n/a	\$16,800.00	n/a
<u>QA Site Lead (India)-</u>	n/a	n/a	N/A	\$25.00	N/A	n/a		\$4,725.00
Service Delivery Manager	Non-billable resource							

6.8 The T&M rates set forth in the Section 6.7 Rate Table, Table 1 above are fixed for the initial two (2) one-year periods of the contract Term. Thereafter, if this SOW is renewed by amendment, these T&M rates may be subject to annual adjustment once per annum, each January during the remaining SOW term, beginning January, 2022, so long as Vendor has provided written notice of such requested adjustment at least sixty (60) days prior to the start date of such new period and the parties execute a written amendment to this SOW to update the rate table above. Any adjustment of the Fees applied shall be the lesser of 3% or the average Consumer Price Index ("CPI"), all averaged, for the 12-months immediately preceding the proposed adjustment.

6.9 Volume Discounting. Vendor shall provide an annual rebate, applied against the final invoice of each contract year within fifteen (15) days thereafter, based on the fees invoiced under this SOW within the calendar year, as follows:

Fees Invoiced*	\$5M	\$6.5M	\$8M	\$10M
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Annual Rebate based on all Fees invoiced globally during the prior contract year	0.5% of fees	0.75%	1.25% of fees	1.75% of fees
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In the event the Rebate amount exceeds the amount of the final contract year's invoice, the excess Rebate amount shall be provided in a credit memo and applied to the next consecutive invoice(s) until expended. Vendor will provide to Facebook Technologies supporting documentation of how the rebate amount was calculated within ten (10) days of the end of the prior annual period and Facebook Technologies may dispute in "good faith" the calculations of amount of the Rebate due and the parties will promptly meet to discuss and reach agreement on the amount of Rebate due to Facebook Technologies.

*The rebates described in the table above shall apply to all locations, including the HCL team/work done out of HCL India locations.

6.10 Expenses. If Facebook Technologies agrees to reimburse expenses on a particular Order Form subject to the Maximum Authorized Expenses stated therein, such expenses will be reimbursed in accordance with the Agreement, this SOW, and any applicable Order Form(s).

6.10.1 **Travel Expenses** (if authorized) are subject to compliance with the current Facebook Technologies Vendor Travel Policy in effect at the time of travel, a copy of which is effective at the time of entering into this MSOW attached hereto as **Attachment A**. Any travel expenses must be authorized in writing by the Facebook Technologies Project Manager prior to travel and shall not exceed more than ten (10%) percent (without mark-up) of the total Fees for Services under the applicable Order Form.

6.10.2 **Materials and/or Equipment Expenses** (if authorized) shall be invoiced at Vendor's net actual cost without mark-up unless otherwise indicated on the applicable Order Form whereby such mark-up will be limited not to exceed five (5%) percent.

6.11 Maximum Amount - Up to and Not to Exceed Figure. All fees, costs and expenses for all Services and Deliverables rendered under this SOW will be up to and not to exceed the sum of the "**Maximum Amount(s)**" specified as authorized by Facebook Technologies on the Order Form(s), which is the combined total of the Maximum Authorized Fees and the Maximum Authorized Expenses on all Order Form(s), less any additional discounts available to Facebook Technologies set forth herein. Facebook Technologies' maximum liability for all Services under this SOW will not exceed the aggregate amount of all the Order Forms supported by Purchase Order(s) issued referencing this SOW and is further subject to the not to exceed cap indicated below Maximum Amount.

6.11.1 No Fees are authorized under this MSOW alone without an applicable Order Form referencing this MSOW, and PO provided to Vendor. All Maximum Amounts must be considered as not to exceed caps in Fees and/or Expenses to be invoiced under the Order Form and are not deemed a committed amount of Fees to be paid thereunder.

Maximum Amount authorized:	Not to Exceed \$10,000,000.00 USD
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6.12 Invoice Schedule. Invoicing for Services and Deliverables shall be as follows:



6.12.1 **Invoicing:** Vendor will invoice Facebook Technologies within fifteen (15) business days of the first day of each month for the T&M Services provided and accepted during the preceding month. For Fixed Fee Deliverables based Services, Vendor will invoice Facebook Technologies upon completion and Acceptance of the Deliverable(s), unless a milestone invoicing basis is agreed and set forth in the Timeline section of the applicable Order Form. Payment will be rendered based on (i) Acceptance of the Services; and (ii) submission of a correct and undisputed invoice. All undisputed invoices received in accordance with this Section for the applicable Order Forms under a Purchase Order will be paid in accordance with the Agreement.

6.12.2 For any Services performed outside of the United States by Vendor, which Vendor requests all invoicing and payment be made within the United States, Vendor will be solely responsible for payment of any Value Added Taxes ("V.A.T.") or other taxes applicable to the Services, which are deemed incorporated in the Fees paid for the Services.

6.12.3 **Invoice Requirements.** Vendor shall include with its monthly invoice:

6.12.3.1 All invoices must reference the Order Form to this MSOW and the applicable Purchase Order number and submitted via the Vendor Portal of Facebook Technologies within thirty (30) days of the acceptance of the Services and/or Deliverables by Facebook Technologies and (if applicable) in accordance with any payment milestones specified in the Order Form.

6.12.3.2 An itemized list of all Vendor Parties, the monthly rate(s) applied for each role, the team/project each role supports, hours expended for each Project Code during that month, and a separate itemization of any additional services by role.

6.12.3.3 An itemized list of all Vendor Parties deployed to provide the Services on an Order Form, the applicable rate(s) applied for each role, the team/project each role supports, the total amount of hours worked pro-rated as required, and a separate itemization of any additional Services provided on a fixed fee basis, shall be provided to support any summarized invoice.

6.12.3.4. If a Fixed Fee based rate, then Vendor will invoice the total for all Services and Deliverables accepted by Facebook Technologies upon completion of the Order Form, unless a milestone basis is authorized, then invoiced by each milestone accepted by Facebook Technologies, reserving full Acceptance upon completion of all Services under the Order Form..

6.12.3.5 Itemization of all expenses incurred, with back-up detail for any expenses greater than \$75 (e.g. receipts) subject to the Maximum Authorized Expenses allowed under the Order Form.

6.12.3.6 The Maximum Amount of all Fees and Expenses authorized and accepted for the invoice period.

6.12.3.7 The applicable amount of Taxes due under the Invoice will be indicated as a separate line item.

6.12.3.8 The Grand Total due under the invoice for the Order Form. All correct invoices not subject to a good faith dispute will be paid in accordance with the terms of the Agreement.

6.12.3.9 Facebook Technologies maintains the right to perform audits of Vendor invoices. Upon reasonable notice, Facebook Technologies may request, and Vendor will promptly provide copies of Third-Party supplier invoices, travel receipts, and/or Purchase Orders to substantiate expenses incurred.



6.12.3.10 Any Vendor invoices rendered against an applicable Order Form and PO under this MSOW, shall also reference the applicable Facebook Technologies Project Code and Product Code indicated on the Order Form, which is an internal code assigned to any projects by the Facebook Technologies Finance department for the purposes of budget allocation and tracking.

7 Service Delivery Management

7.1 **SOPs:** Vendor shall, in accordance with the Facebook Technologies specifications for the Services, establish and maintain Standard Operating Procedures ("SOPs") used to govern completion of the services. SOPs shall be a "living" document and kept regularly updated by Vendor, with written approval by the Facebook Technologies Project Manager, as operational requirements change. This Documentation is deemed a Deliverable.

7.2 Training / new hire onboarding of Vendor Parties:

- 7.2.1 Vendor is responsible for recruiting, selecting and onboarding qualified candidates for the applicable Vendor Parties specified in the Section 6.7 table to perform Services under this SOW. The Vendor shall be responsible for the training / onboarding of all people performing Services under this SOW as per the training plan documented on the Facebook Technologies Wiki. No subcontracting is allowed under this SOW, unless authorized in writing by the Facebook Technologies Project Manager in advance of performance and subject to compliance with any security review. Vendor will perform any necessary background screen required by Facebook Technologies including verification its Vendor Parties have the legal right and documentation required to work within the country of performance. If performance is outside of the USA, Vendor shall execute a Sub Processor Addendum ("SPA") to the Agreement to cover any privacy obligations required by law.
- 7.2.2 A Training program shall be developed and documented primarily by Vendor, based on the SOPs, with input from the Facebook Technologies Project Manager. Any training plan or documentation related training program, as amended, is deemed a Deliverable.

7.3 **Operations:** Vendor shall manage the day-to-day operations of the Services, including but not limited to:

- 7.3.1 Vendor Parties compliance with all Vendor obligations under this SOW and the Agreement.
- 7.3.2 Queue management: Responding to inbound requests for Services, tracking of task assignments, and managing backlog and escalations.
- 7.3.3 Workload management: Balancing and distributing workload across Vendor workers, notifying Facebook Technologies of any potential or anticipated project delays, and developing mitigation plans for cases where Vendor resources are unexpectedly unavailable.
- 7.3.4 Process Management: Ensuring tasks received are updated and move through the defined task-management process using Facebook Technologies' Task tool.
- 7.3.5 Providing the necessary information for the reporting required under this SOW.
- 7.3.6 Maintain a business continuity plan to ensure continuation of Services without interruption.

7.4 **Key Performance Indicators ("KPI's"):** Vendor shall develop a set of KPIs (a.k.a. metrics) to manage the health of the managed Service, including any corrective action required. KPIs shall measure:



- 7.4.1 Delivery Performance: On-time delivery of the Service
 - 7.4.2 Daily STUs or LKGs and the performance run to be completed and results posted before end of day of execution team.
 - 7.4.3 Full test passes for both master and release builds to be completed in a week.
 - 7.4.4 STU blocker issues to be triaged within 2 hours after getting assigned to the Triage Team
 - 7.4.5 Compliance with on-time delivery of all required Deliverables and Documentation, including reports.
 - 7.4.6 Quality: Completion of the service to SOPs.
 - 7.4.7 90% of the issues triaged shall contain actionable info.
 - 7.4.8 Bug-to-diff ratio to be maintained as prescribed by Oculus QA team
 - 7.4.9 Less than 2% Regression Test escapes.
 - 7.4.10 Customer Satisfaction: Satisfaction of Facebook Technologies' stakeholders as measured by customer satisfaction surveys. Vendor shall target a score of 8 (minimum level of satisfaction accepted on a scale of 1-10) on all parameters.
- 7.5 **Continuous Process Improvements:** Vendor will seek out and recommend ongoing process improvements to Facebook Technologies in order to proactively drive increased productivity, customer satisfaction, and overall program efficiency as it relates to the SOW. Facebook Technologies reserves the right to recommend process improvements to Vendor for implementation with the SOPs.
- 7.5.1 Smooth implementation of any change management required under this SOW and the Order Form.
 - 7.5.2 Proactive “best practice” suggestions for Facebook Technologies Project Manager for potential cycle time, quality, and/or streamlining of related processes and procedures relevant to the Services.
- 7.6 **Status Meetings and Reporting:**
- 7.6.1 Vendor Manager shall promptly notify the Facebook Technologies Project Manager when funds indicated under an Order Form and/or Purchase Order are eighty (80%) percent expended and/or at least sixty (60) days prior to expiration of the Order, in order to inform Facebook Technologies’ decision to renew, increase funds or allow the applicable Order Form(s) or PO(s) to expire.
 - 7.6.2 Vendor will create and maintain all reporting documentation defined in this Master SOW and any applicable Order Form and provide to Facebook Technologies in accordance with the due dates specified by The Facebook Technologies Project Manager.
 - 7.6.3 Vendor shall conduct a weekly status update meeting with Facebook Technologies stakeholders to provide status of operations and project schedules.



- 7.6.4 Vendor shall conduct a monthly review with Facebook Technologies Project Manager to review the prior month's KPIs and project status. Discussions shall include but not be limited to any potential change management needs, issues and escalations, and forecasting related to all open tasks and Orders hereunder.
- 7.6.5 Quarterly Business Reviews shall be conducted in summary of the Vendor's Services to Facebook Technologies and the team receiving the services in accordance with the KPI's.
- 7.6.6 Escalate as necessary any issue management.

7.7 Vendor Management Structure:

- 7.7.1 Service Delivery Manager ("SDM"): Vendor shall designate an on-site and/or offshore SDM (as needed) responsible as a single-point-of-contact for escalations, feedback, reporting, metrics monitoring, and oversight of day-to-day work. This role is a non-billable role and ensures the health of the overall business relationship.
- 7.7.2 The Vendor SDM or its delegate(s) shall lead periodic performance reviews and "check-ins" with Vendor workers onsite at Facebook Technologies (2-4 per month)
- 7.7.3 The SDM, or its delegate, shall be accountable for overall program success including performance management, people management, escalation management and participation in any HR support requested by Facebook Technologies.
- 7.7.4 Account Management: Vendor shall provide separate Account Management support in the form of accounting, contracts administration, and other back-office support functions.
- 7.7.5 Provide monthly invoice aging and open project status report.

7.8 Resource Planning.

- 7.8.1 Facebook Technologies and Vendor shall conduct a monthly Resource Planning meeting to review existing Vendor Party staffing levels, current workload, and forecasted demand for services in the following month. Facebook Technologies and Vendor will mutually agree to any adjustments required to staffing levels and the timeline for Vendor to implement said adjustments. Potential adjustments include but are not limited to increases or decreases in overall staffing levels, shifting of Vendor resources between different Facebook Technologies projects, or changes to the mix of roles (e.g. engineering, technician, administrative) providing Services. In the event changes to Vendor resource counts increase the projected fees above and beyond those authorized on the Order Form(s), a new Order Form shall be issued by Facebook Technologies before Vendor shall proceed with enacting the resource changes.
- 7.8.2 If Facebook Technologies does not conduct a Resource Planning meeting or otherwise provide written guidance within a given month, Vendor shall assume it shall continue the prior month resource counts shall remain constant for the following month.

- 8 **Order of Precedence:** If a conflict arises between the Order Form, this Master SOW, and/or the Agreement, the order for interpretation will be the Order Form, this MSOW, then the Agreement, with the earlier-listed document prevailing over any later-listed document.



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9 **Special Instructions:** None

Accepted and agreed to by:

Vendor

Signature: Harshdeep Arora
Harshdeep Arora (Jan 22, 2020)

Name: Harshdeep Arora

Title: Authorised Signatory

Accepted and agreed to by:

Facebook Technologies, LLC

Signature: Nischal Abrol
Nischal Abrol (Jan 22, 2020)

Name: Nischal Abrol

Title: Authorized Representative

Attachment A
Facebook Technologies Vendor Travel Policy

Purpose

This policy applies to Facebook Technologies Vendors. The purpose of this policy is to outline the procedures to be followed in order to reimburse Vendors for expenses incurred while traveling on behalf of Facebook Technologies. Expenses may be billed for out-of-town resources only. No Expenses will be billed for in-town resources. An "In-Town" resource is defined as any resource that is based out of a Vendor office that is within sixty (60) miles of the Facebook Technologies' facility where the Services are to be performed. Whether out-of-town or In-Town, Facebook Technologies will not be charged for a resource's travel time.

Vendors are responsible for submitting the cost estimate via email for approval by a Facebook Technologies Project Manager with budget authority. Once approved, Facebook Technologies will consider allowable travel costs reasonable if expenses are necessary, include no markup and are incurred in accordance with the agreement and this policy. In addition, Facebook Technologies reserves the right to not pay for travel that is not in line with this policy.

Vendor Responsibilities

- Vendors may take advantage of the negotiated agreements in Facebook Technologies' Travel Program for hotels. In the event the Vendor has negotiated a lower corporate discount, the lowest rate options must be accepted.
- Vendors must minimize travel expenses whenever possible by selecting the least expensive option that does not result in unreasonable or ineffective use of work time.
- Vendors must submit all expense receipts including itineraries related Facebook Technologies travel.
- Vendors traveling on behalf of Facebook Technologies must pay with their own credit card.
- All insurance for Vendors is the responsibility of the Vendor's employer. Facebook Technologies is not responsible for providing insurance coverage.
- Spouse, family members or significant others are not eligible for any Facebook Technologies negotiated discounts.

Air Transportation

- Vendors should purchase non-refundable airline tickets
- Vendors are required to purchase airfares 14 days prior to departure when possible
- Vendors are required to fly in Economy/Coach class unless authorized in writing by a Facebook Technologies Project Manager who also controls the project budget bearing the expense
- Vendors must book the Lowest Logical Fare (LLF) which is defined as the lowest fare within a 2-hour departure/arrival window and may require connections that do not add more than a two (2) hour layover.
- Exceptions to the LLF must be authorized in advance by a Facebook Technologies Project Manager who also controls the project budget bearing the expense

Hotels

- Vendors must select the lowest hotel rate for the destination city whether the Vendor uses their own corporate hotel program or Facebook Technologies' program



- Reimbursement for lodging is limited to a single standard room rate. No upgraded room category will be reimbursed by Facebook Technologies.
- Expense reimbursement for staying in a private home (e.g., family, friends or at a Vendor's personal residence in lieu of hotel costs are not reimbursable. No compensation in the form of gifts or meals is allowed.

Car Rental

- Vendors must select the lowest car rate for the destination city whether the Vendor uses their own corporate car program or Facebook Technologies' program
- Vendors will be reimbursed for a midsize or smaller vehicle.
- Refueling charges are not reimbursable. Vendors are responsible for refueling before returning the car
- Insurances are not reimbursable
- Full size vehicles are allowed only when being shared by 3 or more people
- No Fuel Charges from the rental car company may be expensed. The cost for a Fuel Purchase Option (FPO) should be considered when a traveler anticipates driving over 150 miles and may not have the time to refuel prior to returning the car

Rail Travel

- Rail Transportation is a reimbursable travel expense in the areas where rail travel is appropriate or necessary
- Rail Travel should be in the standard class of service unless otherwise approved by a Facebook Technologies Project Manager who also controls the project budget bearing the expense

Frequent Flyer/Frequent Guest Programs

- Awards for such programs may be retained by Vendors for personal use
- Influence in loyalty programs will not determine the selection of airlines, hotel chain or car rental chain
- Participation in these programs should not influence flight, lodging or car rental selections in any manner that would result in increased costs to Facebook Technologies.

Cancellations

- Vendor shall not seek reimbursement for incurred travel expenses that are cancelled by the Vendor
- When a trip is cancelled by Facebook Technologies after the ticket has been issued, the traveler shall inquire about utilizing the remaining value of the ticket minus airline-imposed cancellation fees for future travel for Facebook Technologies. In the event this is not possible, Facebook Technologies will work the airline to obtain a full refund to be applied to any request by Vendor for reimbursement
- Vendors are responsible for cancellation in accordance with hotel cancellation policies. Facebook Technologies will not reimburse for no-show billings for failure to cancel

EXPENSE REIMBURSEMENT

Reimbursable Expenses



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The following items may be reimbursable to Vendors when necessary and reasonable, and incurred while conducting Facebook Technologies business. Reimbursable items include but are not limited to:

- Commercial airfare and surface transportation (Economy/Coach Class) including
- parking fees and tolls
- Actual gratuity tips paid, when reasonable and customary
- Hotel/lodging
- Meals incurred during out-of-town trip (not to exceed \$75.00 USD per day or as specified in the SOW)
- Saturday night stay-over (Weekend hotel expenses are reimbursable if airfare savings result in a lower overall cost of the trip by at least \$250.00 USD or equivalent currency and expenses do not exceed the airfare savings)
- Hotel high-speed internet connection
- Business related telephone calls

Non-Reimbursable Expenses

Non-reimbursable items include but are not limited to:

- Airline club memberships
- No-show fees for hotels, airfare, or car rentals
- Cancellation fees except those unavoidable due to business requirements
- Class of service upgrades
- Car, train, and air phones
- Barber, hair stylist, manicurist, spa services, shoeshines, and other grooming/personal service expenses
- Lost or stolen personal items
- Personal entertainment including movies and DVD rentals
- Traffic/parking violations
- Family member or other non-business associate's expenses
- Credit card fees including annual or membership fees, late fees, and interest charges
- Insurance premiums
- Clothing purchases
- Entertainment (including entertaining Facebook Technologies employees and any event entertainment)
- Foreign travel document requirements
- Free or upgrade certificates for flight, hotel, or car rental
- Laundry and dry cleaning unless trip exceeds 5 business days
- Membership fees (including frequent flyer/frequent guest programs)
- Use of private jet
- Telephone calls (not Facebook Technologies business related)
- Trip or flight insurance
- Pet care or kennel costs
- Babysitters or house-sitters

Attachment B
Form of Order Form

ORDER FORM NO. [ENTER NO]
UNDER STATEMENT OF WORK NO. [ENTER NO]

The purpose of this order form ("Order Form") is to specify the Services and Deliverables that Vendor (as identified below) shall provide to Facebook Technologies, LLC ("[Facebook Technologies]") under the terms and conditions of the Master Statement of Work No. [Enter No], dated January 1, 2020, entered into by and between Facebook Technologies and Vendor ("SOW", "MSOW", or "Master SOW"), which is hereby incorporated by reference, under the terms of the Professional Services Agreement entered into by and between Facebook Technologies and Vendor on January 1, 2014 (the "Agreement"). Capitalized terms used herein shall have the same meaning as those used in the SOW or the Agreement, as may be applicable. This Order Form, subject to the SOW and the Agreement, together with the applicable Purchase Order create an Order, and represents the complete and total understanding of the parties regarding the Services and Deliverables to be provided by Vendor hereunder.

Vendor	Facebook Technologies
Vendor Manager: Rajarshi Ghosal	Project Manager:
Email:Rajarshi.ghosal@hcl.com	Email:
Phone:510.463.7764	Phone:

The Vendor Manager and the Facebook Technologies Project Manager named above will be responsible for directing the day-to-day activities for each party's obligations during the term of this Order.

- Scope of Services:** Facebook Technologies hereby orders the following Services in accordance with Section 2 below, subject to written (including via email) approval of this Order Form by the Facebook Technologies Program Manager prior to performance. In addition, for this Order Form to be deemed valid and effective, it must accompany a Facebook Technologies Purchase Order (or if a Blanket PO is used, the PO number must be referenced here) to confirm the order as valid and duly authorized.

[describe the needed Services and Project – copy from the MSOW or reference sections}

- Vendor Parties Rates and Fees:** The rates applicable to this Order Form are set forth in Section 6.7, Table 1 of the Master SOW and will apply to the resource roles providing Services under this Order Form as set forth in Section 5 below. If the parties agree to a Fixed Fee basis for the Services, it will be described below.
- Services Location.** Facebook Technologies' or Vendor's facilities described below will be utilized for Vendor to perform the Services, subject to Vendor's compliance with the terms of the Agreement and all applicable Facebook Technologies policies.

The [Services Location]
Location 1: [insert]

Any Vendor locations performing the Services outside the USA or which are subcontracted, requires Facebook Technologies written approval prior to sending any Confidential Information or products outside the USA or to a subcontractor. Such locations may require a Sub-Processor Addendum to the Agreement.

[insert]

- Deliverables to be Provided:**

4.1 General Description of Deliverables:



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The results of the Services, including code, software, reports, simulations, analyses, prototypes, and products, developed under this Order to the MSOW by Vendor. (enhance as required with specific details for the Services (and project) for this Order Form)

4.1.1 Background Technologies (if any): Are any Background Technologies incorporated into or provided in conjunction with any Deliverable or is any Deliverable dependent on any Background Technology?

Yes No

IF YES, SPECIFICALLY DESCRIBE ALL BACKGROUND TECHNOLOGY.

4.1.2 Third Party Materials (if any): Are any Third-Party Materials incorporated into or provided in conjunction with any Deliverable or is any Deliverable dependent on any Third-Party Materials?

Yes No

IMPORTANT NOTE: For any and all Third Party and Open Source Software ("OSS") specified in Section 5.1.2, provide a link to the applicable license.

4.2 Description of Documentation for Deliverables: Any reports, summaries, manuals, guides or other documentation provided to Facebook Technologies by Vendor.

4.2.1 Documentations:

5. Delivery and Fees:

5.1 Delivery shall be in accordance with the Timeline set forth in Section 9 below and subject to Acceptance by Facebook Technologies Project Manager prior to invoicing.

5.2 Authorized Not To Exceed Expenditure Summary:

Vendor will provide the following categories of Vendor Parties in the quantities set forth herein for the period of assignment to the Services under this Order form stated herein and at the applicable rates subject to the Master Sow and subject to the Maximum Amount to be invoiced herein based on the Timeline described in Section 9 below.

Resource Title	Quantity	Start date - End date	Hourly / Monthly Rate USD
	To-be-determined, in accordance with the Resource Planning process outlined in section 7.8 of the SOW.		
Fixed Fee Amount:			
Contingency: (if allowed)			
Maximum Authorized Fees Not To Exceed Amount:			
Volume Discount __%:			
Maximum Authorized Expenses Not To Exceed Amount:			
Maximum Amount - Authorized Up to and Not to Exceed for Order:			\$ USD

*Hours worked by Vendor Parties are not to exceed forty (40) hours per week, unless over-time approved in writing by the Facebook Technologies Project Manager in advance of performance.



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5.3 Expenses: Subject to the Agreement and Facebook Technologies' current Vendor Travel Policy, the current form of which is attached in **Attachment A to the Master SOW**, expenses may be eligible for reimbursement under this MSOW only when expressly included under the applicable Order Form. All expenses must be pre-approved in writing by Facebook Technologies' -authorized representative. All expenses may be subject to provision of the applicable receipts upon request. Travel expenses are subject to compliance with the current Facebook Technologies Travel Policy in effect at the time of travel and shall not exceed more than ten (10%) percent of the total fees for Services under an applicable Order Form.

None or list expenses in a table format or contingency funds allowed for expenses.

- 6. Invoicing.** No advance payments or deposits are authorized. Invoicing is based on actual T&M hours worked only or the Fixed Fee deliverable based charge in accordance with the Timeline below, plus any expenses authorized in advance subject to Section 5.3 above. Vendor will invoice Facebook Technologies upon completion and Acceptance of the Services and Deliverable(s) up to the Maximum Amount authorized under the Order Form and payment of valid and undisputed invoices will be rendered in accordance with the Agreement. All invoices must also reference the Facebook Technologies Project and Product Code indicated below for invoicing purposes.

Project Code	
Code	Description
Product Code	
Code	Description

- 7. Timeline - Services ordered under this Order Form:** The Services will be performed, and the Deliverables created in accordance with the timeline specified below. All Services provided under this Order Form will commence on [start date and expire [End due date]]. Any major milestones for the Order Form are denoted below (if any):

Milestones for Service Delivery	Due Date

- 8. Availability.** Vendor shall use commercially reasonable efforts to make their Vendor Parties available to commence Services under a mutually agreed timeframe for a particular Order Form.

9. Acceptance Criteria for the Services or Deliverables under this Order Form:

The Services and Deliverables will conform to the following requirements: *Provide a detailed description of the requirements for the Services or Deliverable. If no requirements are specified, use the following sentence: The Services and Deliverables will conform to the description and requirements set forth above and as may be stated in the MSOW, and require written acceptance from the Facebook Technologies Project Manager.*

9.1 Acceptance Criteria. Vendor has complied with all obligations hereunder, completed the work in a satisfactory manner, the Services meet the requirements of the Services described above in accordance with Acceptance testing.

9.2 Acceptance Testing. Facebook Technologies shall have a period of at minimum fifteen (15) days commencing on the delivery date of each Service and/or Deliverable (or, if installation or implementation is scheduled to be performed by Vendor, the installation or implementation date of



such Product) ("Test Period") to test such Service in order to determine whether it is in compliance with the Order. Within ten (10) business days following the expiration of the Test Period, Facebook Technologies shall notify Vendor of either its Acceptance (as defined below) of the Product or describe to Vendor in reasonable written detail why the Service is not in Compliance. If such non-conforming Service and/or its Deliverables are rejected, Vendor has up to ten (10) business days to reperform and correct the Services and Deliverables to be compliant. Should the Services and/or Deliverables continue to be non-compliant at that time, then in Facebook Technologies sole judgement, it may (i) agree to give Vendor another period of up to ten (10) days to correct the Services and Deliverables, or (ii) reject the Services and/or Deliverables under the Order Form and terminate the applicable Order without penalty.

(add any specifics of testing which has to be met)

10. Assumptions and/or Dependencies: Any assumptions and/or dependencies associated with completion of the Services and/or Deliverables hereunder are noted below (if any):

11. Miscellaneous. (none)

No other terms of the Master SOW to the Agreement are modified. For this Order to be deemed valid and effective it must be (1) confirmed by email by the Project Manager for Facebook Technologies and (2) accompanied by a Facebook Technologies Purchase Order or reference an open Blanket PO number. All invoices must reference the MSOW and this Order Form in addition to any other requirements hereunder.



Attachment D

Service Descriptions

This Attachment D ("Attachment") sets forth additional descriptions of the various Services that Vendor may be expected to perform, and is incorporated in, and subject to the MSOW.

- 1. Resource Roles:** The resources in Table 1 of Section 6.7 of the MSOW are expected to perform the following Services:
 - 1.1. QA Playtesting:** Playtesting is a process by which Vendor, using its best practices and knowledge of VR and AR gaming, tests a new game's features and functionality for bugs and design flaws before Facebook Technologies brings it to market. Vendor is responsible for finding and reporting bugs pursuant to Facebook Technologies specifications in the testing of Facebook Technologies products. To ensure thorough test coverage, QA Playtesters are provided guidance by Vendor QA leadership. Vendor must operate independently and collaboratively based on the project specifications for playtesting to achieve a quality deliverable result to Facebook Technologies, which may include, without limitation, (1) performing and executing test cases to analyze and isolate software and hardware failures, (2) reporting thorough, actionable bugs, (3) creating and delivering bug-fix verifications, (4) performing basic trouble shooting to detect issues and reporting such issues to the QA leads, and (5) preparing devices for use by flashing appropriate software builds provided by Facebook Technologies, then charge and package devices, while managing and organizing their lab equipment and workspaces primarily at Vendor's site location or provided by Facebook at its location.
 - 1.2. QA Performance Playtesting:** Vendor is responsible for finding and reporting more complex bugs in the testing of Facebook Technologies software and hardware products. To ensure thorough test coverage, Vendor QA Performance Playtesting will include all obligations set forth in 1.1. above, and analyzing and isolating software and hardware failures, reporting thorough, actionable bugs, and performing tests in a VR gaming product environment for consistency and reliability, and delivering daily reports and screenshots of position on leaderboard for each song to Facebook Technologies. and ability to confirm live gameplay matches to Beat Saber skill level expert mode, using A/B testing concepts.
 - 1.3. QA Support Tech I:** Vendor will provide support with enhanced troubleshooting, reporting issues and escalating when appropriate, preparing devices for use such as flashing appropriate software builds and charging and packaging devices, assisting users with set-up and use such as participants for dogfooding sessions, and communicating daily/weekly status to Facebook Technologies. Vendor will also run basic ad hoc tests when needed, provide shipping to internal and external sites as specified, and manage and organize lab equipment, dogfooding incentives and workspaces at the location of performance of the Services. Vendor will comply with Facebook Technologies specifications for providing QA Support to the project.
 - 1.4 QA Support Tech II:** Vendor will provide support with additional troubleshooting and other Services described in 1.3 above and coordinate dogfooding logistics and project activities , assume the point of contact for issues regarding any type of prototype hardware set-up required, coordinate with other teams and locations to establish a schedule and discuss status, set up, organize and run weekly dogfooding sessions, perform trouble shooting and manage escalations, prepare devices for use, ship, track and assist users with set-up and use, run standard and ad-hoc testing as required by Facebook Technologies, and deliver required reporting as specified by Facebook Technologies.
 - 1.5 QA Support Tech III:** Vendor will provide expert level support and manage issues regarding reported prototype hardware set-up, manage inventory of large volume of devices, and collaborate with product release team to understand the release date in addition to those Services described in Section 1.4 above. Vendor will also manage and initiate weekly dogfooding sessions, including device set-up and allocation, act as central point of contact for location-wide dogfooding sessions, while testing and troubleshooting issues and manage reporting issues to Facebook Technologies management as required.



1.6 QA Lab Technical Support Level 1:

Vendor will provide automation testing services to ensure that devices are always up and running automation tests and implementing Lab growth using the infrastructure provided by Growth and Infra Teams. Vendor will set-up and perform automation testing of the devices, manage deliverables and work of the support technicians, and utilize test tools for debugging and investigation using test tools such as: Visual Studio, GNU Project Debugger ("gdb"), Android Studio, Android Debug Bridge ("adb"), etc. Vendor will set up and manage inventory and tracking movement, including migrating information to a Facebook Technologies tracking system, including but not limited to performing logistics function, and support device flashing, tracking and support, and management of data collection. Vendor will comply with Facebook Technologies specifications for providing Lab Technical Support to the project.

1.7 QA Lab Technical Support Level II

Vendor will provide a deeper level of automation testing services to ensure: that devices are always up and running automation tests, implementing Lab growth using the infrastructure provided by Growth and Infra Teams, manage deliverables and work of the support technicians, utilize test tools for debugging and investigation using test tools such as: Visual Studio, GNU Project Debugger ("gdb"), Android Studio, Android Debug Bridge ("adb"), etc. Vendor will also perform inventory tracking and logistics of all equipment requests from Facebook Technologies, including participate in lockers project for equipment tracking and ability to handle multiple priorities and schedules based on urgency. Vendor will develop and deliver test cases and plans, review logs to determine root cause analysis, and deliver clear and concise reports on the activities as Deliverables.

1.8 QA Test Analyst Level 1

Vendor will provide Testing Analysis, maintain ever-growing test suites, execute ad-hoc testing on new areas that haven't yet been documented, and helping to improve the quality and accuracy of the output of the QA organization by reviewing bugs produced by peers and Testers and providing feedback. Vendor will collect the applicable data and report to Facebook as required and add to existing or create new test cases per the specifications. Vendor will maintain test cases and send daily feedback to other test case creators, including reviewing bug reports, recreate bugs as part of standard and/or alternative test areas, execute test cases, provide bug fix reporting, and verification for the project. Vendor will report on Root Case Failure Analysis to Facebook Technologies as specified and use commonly used bug-tracking software such as Jira, Bugzilla, Mantis, etc. to generate deliverables for both standard and complex level testing requirements. Vendor must deliver world-class test planning and execution and driving the end-to-end testing of multiple features and mentoring more junior members of its team to ensure quality delivery of all testing case results. When performing complex expert level testing, Vendor will be responsible for authoring new test cases as new features are added and requirements change and maintaining tracking of such new features and functionality and release levels. Vendor will prevent randomization of the engineering teams by reviewing the reported bugs to identify duplicates, asking bug creators for clarification when sufficient detail is not provided, and ensuring that bugs adhere to Facebook Technologies bug reporting standards provided. Vendor is responsible for identifying test and process gaps using industry standard best practices and raising them to Facebook Technologies as the project progresses.

1.9 QA Test Analyst Level II

Vendor will provide Testing Analysis Services in addition to the description in 1.8 above, Vendor must be able to generate deliverables for both standard and complex level testing requirements. Vendor is capable of delivering world class test planning and execution and driving the end to end testing of multiple features simultaneously. Vendor Parties will be capable of mentoring more junior members of the team to ensure quality delivery of all testing case results. When performing complex expert level testing Vendor will be responsible for authoring new test cases as new features are added and requirements change and maintain tracking of such new features and functionality and release levels. Vendor will prevent randomization of the engineering teams by reviewing the bugs reported in to identify duplicates, asking bug creators for clarification when sufficient detail is not provided, and ensuring that bugs adhere to Facebook bug reporting standards provided. Vendor is responsible for identifying test and process gaps using industry standard best practices and raising them to the Facebook Quality leadership team as the project progresses. Senior level staff of vendor must be capable of delivering world-class test planning and execution and driving the end-to-end testing of multiple features while mentoring the team members for consistency in approach, deliverables, and development of best practices. Vendor senior level team assigned to the



project will use best practices prevent randomization of the engineering teams by reviewing the bugs reported in their areas to identify duplicates, asking bug creators for clarification when sufficient detail is not provided, and ensuring that bugs adhere to Facebook bug reporting standards. Vendor is responsible for identifying test and process gaps and raising them to the Facebook Quality leadership team.

1.10 QA Test Analyst Level III

Vendor will provide Testing Analysis Services in addition to the description in 1.8 and 1.9 above, this level of vendor resources are the single point of contact for the Facebook Technologies team onsite and the senior level oversight and performance will be performed under this Level III. This service will generate reports and other communications required to fulfill the Documentation expectations of Facebook Technologies, provide clarity on defect reports and Root Cause Failure Analysis interpretations. This level must be capable of being Vendor's conduit with its team in providing testing analysis direction. Services must be performed with a deep understanding of the Android stack, familiarity with device automation and System on Chip ("SOC") validation. Must be able to work and maintains schedule independently and work in less rigid and ambiguous environments. This level of services is responsible for identifying and process gaps and raising them to Facebook Technologies leadership team aligned to the project and provide recommendations for continuous improvement if requested. Must be able to support ad-hoc requests and change management. Capable of developing and executing test strategies and test plans for new products and features in compliance with specifications provided by Facebook Technologies leads. Services personnel must be experienced in use of bug tracking software such as Jira, Bugzilla, Mantis, etc. Must be able to communicate with client leadership level both in oral and written form.

1.11 Service Delivery Management & QA Site Leadership: Vendor has sole responsibility for the management and performance of its Vendor Parties. Vendor will manage its team and deliverables by employing a QA Site Lead for each project. Vendor shall act as the primary liaison and contact between Vendor team and the Facebook Technologies Project Manager and team for location in US, London, and/or India and ensure all deliverables are provided in compliance with the schedule. Vendor Site Lead will handle all issue escalation and deliver reports to the Facebook Technologies team lead, while mentoring its team on best practices and expectations of Facebook based on the project specifications. Vendor will manage its team's workload and efforts to the project requirements juggling multiple priorities for testing, dogfooding, analysis and creation of deliverables required under an Order Form. Vendor will oversee its logistics and inventory management functions required in accordance with Facebook Technologies policies and protocols. Must be able to perform and/or have in-depth understanding of all service functions described above to drive accuracy, quality, and on time delivery of the Services and associated Deliverables. Vendor will communicate all weekly status to Facebook Technologies project leads. Vendor will establish a non-billable role of an SDM who oversees coordination of the project between all Vendor teams working at multiple sites and acting as primary liaison with Facebook Technologies executive team to drive execution to the objectives of the project and manage its personnel tracking and reporting in accordance with the project milestones.

1.12 Security Engineer: The vendor resource will work on the Android framework and is expected to merge ASB, QSB patches and upgrade to new Qualcomm release software and debug regressions in Android. The vendor resource should also be able to maintain and update parsers which are written in python.

1.13 QA Site Lead (India): Vendor will manage its team's workload and efforts to the project requirements juggling multiple priorities for testing, dogfooding, analysis and creation of deliverables required under an Order Form. Vendor will oversee the coordination among teams within India. Vendor will manage its logistics and inventory management functions required in accordance with Facebook Technologies policies and protocols at the India centers.

1.12 Test Scripter I: Vendor will provide resources which will write scripts to assist manual QA. Vendor will also help in investigating automation failures. Reporting and tracking bugs found by automation will also be responsibilities of the vendor under this role.

1.12 Test Scripter II: This level of vendor resources will work as partners of the automation infrastructure team, identifying new infrastructure that's required for the scripters at Facebook Technologies to be able to



accomplish the goals of the quality organization. Working with the automation infrastructure team to assist with implementation and testing.

1.13 Security Engineer: The vendor resource will work on the Android framework and is expected to merge ASB, QSB patches and upgrade to new Qualcomm release software and debug regressions in Android. The vendor resource should also be able to maintain and update parsers which are written in python.

1.14 QA Support Tech Site Liason: Vendor shall act as the primary liaison and contact between Vendor team and the Facebook Technologies Project Manager and team at the respective location. The vendor resource will coordinate with the test teams at various locations and the oncalls/Facebook leads. The vendor resource will communicate regularly with the Facebook team to provide Facebook leads/oncalls update and clarification on the deliverables of the offshore team.

1.15 QA Site Lead (India): Vendor will manage its team's workload and efforts to the project requirements juggling multiple priorities for testing, dogfooding, analysis and creation of deliverables required under an Order Form. Vendor will oversee the coordination among teams within India. Vendor will manage its logistics and inventory management functions required in accordance with Facebook Technologies policies and protocols at the India centers.