Espire Response

For

Regional Sales Field System Development

To

HERBALIFE NUTRITION

Submitted to:	**Herbalife Asia Pacific Services Limited**
Submitted by:	**Espire Infolabs (Singapore) Pte. Ltd.**
Version	**1.1**
Date	**22nd November 2022**

"Disclaimer and Confidentiality"

"The information in this document shall not be disclosed outside Client's organization and shall not be duplicated, used or disclosed, in whole or in part, for any purpose other than to evaluate the document. If the contract is awarded to Espire Infolabs (Singapore) Pte Ltd as a result of or in connection with the submission of this document, Client shall have the right to duplicate, use, or disclose the information to the extent provided by the contract. This restriction does not limit the right of Client to use the information contained in this document if it is obtained from another source without restriction."

Contents

1. Executive Summary

Espire Infolabs (Singapore) Pte. Ltd. (hereinafter referred as "Espire"), appreciates the opportunity given by Herbalife International Singapore Pte Ltd (hereinafter referred as "Herbalife"), for **Support to Dot NET Regional Sales Field application.**

Espire's overview

Espire is full spectrum IT Services Company providing innovative services & solutions to various industry verticals, globally. With extensive experience and expertise in a range of IT services and solutions, and availability of the skilled and seasoned IT professionals with worldwide presence, Espire has contributed to multiple engagements across many industries and sectors, including Singapore Government. We provide end-to-end technology enabled business solutions to our global clients - collaborating with them to design, develop, implement & maintain IT solutions that bring exceptional value to their businesses. Our delivery teams, based on the CoE (Centre of Excellence) model, specialize in latest and niche technologies specific to industries and build custom offerings that ensure our customers derive maximum business benefits and ROI. The CoE has a centralized repository of asset base and facilitate the sharing of knowledge and frameworks to deliver innovative solutions to our customers.

We are CMMI L5 Version 1.3 for development and maintenance support. Also certified for ISO 27001:2013, ISO 9001:2015 & 20000-1:2018, ISO 22301:2019, ISO 27017:2015 & ISO 27018:2019 Processes. Espire has strategic technology and solutions alliances with Microsoft.
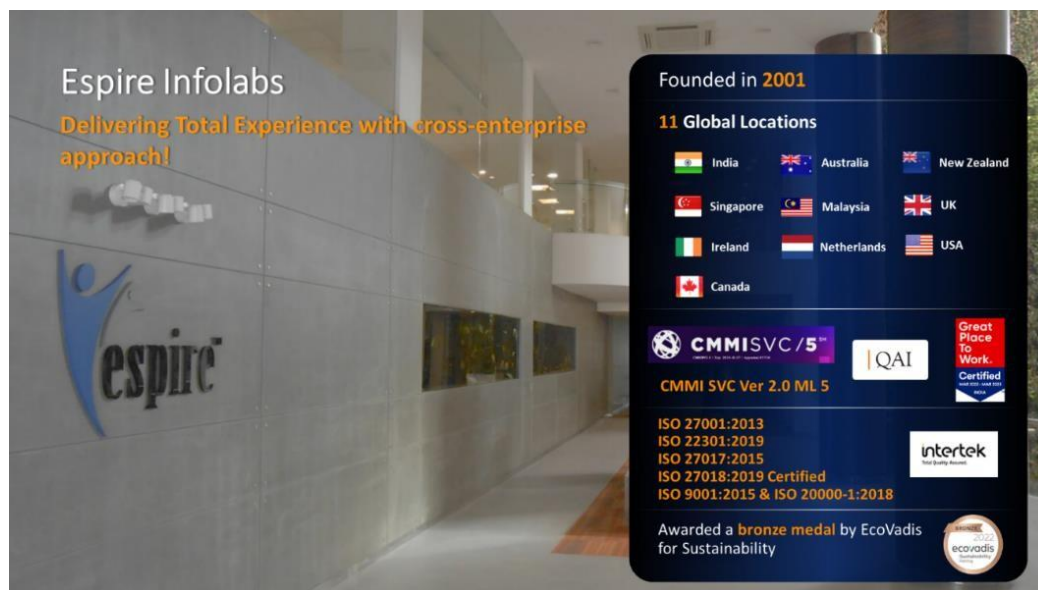
2. Scope of Work

2.1. In Scope

- Development of below items:

S.No.	Problem Statement	Solution
1	Integration: The member data should be auto link to the internal system and not manually updated	Build Schedular job
2	Regional Sales Manager's outlook calendar link to FSS	Sync outlook to FSS
3	Function to trigger any updates via email e.g. Event, Meetings updates (Daily Operation? TBC)	Building Admin section to configure mail options
4	Upgrade of the .Net to version 6	
5	**Proof of Concept to validate feasibility of solution -** FSS able to input foreign languages and have an option for translation	

2.2. Out of Scope

- Any infra support.
- Any language translation and development work.
- Hardware/software cost
- Anything apart from In Scope items
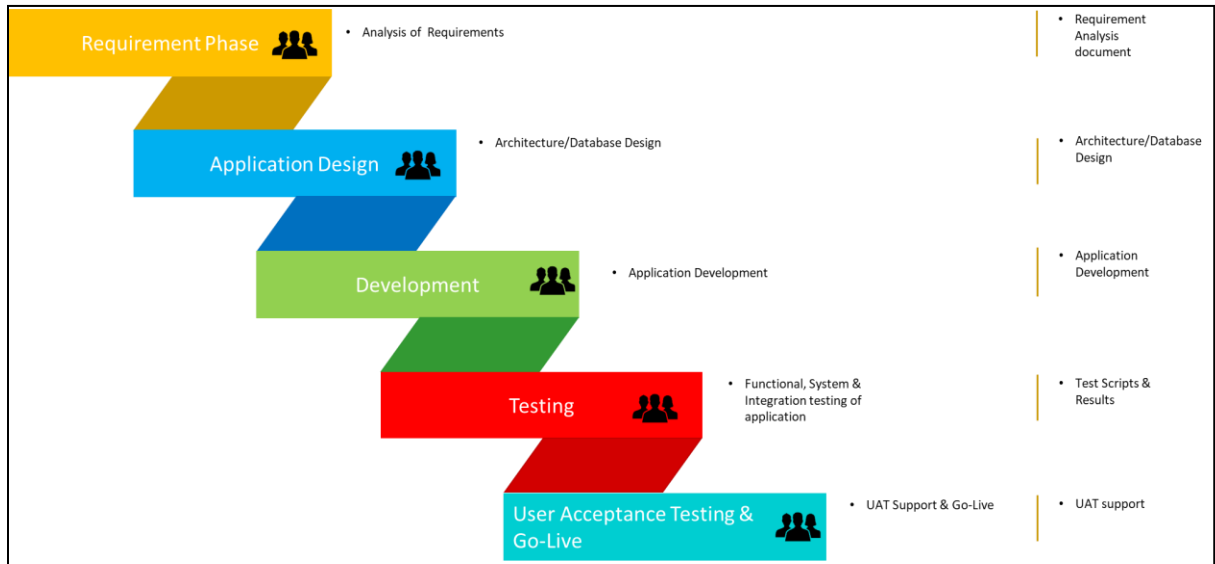- Multilingual support

2.3. Assumptions

- Herbalife to provide the VPN access to Espire team.

2.4. Deliverables

- Business Requirements Document.
- Release Instructions.
- Go-live Support.
- Warranty Support.
- Source Code.

3. Espire's Development Approach

- Structured and Proven Approach of Software Development basis the current execution of the project.
- Progresses linearly through discrete, easily understandable & explainable phases.

4. Project Plan & Timelines

The project will go live in **approximately 7 weeks**. The associated details are given below.

Activities	W1	W2	W3	W4	W5	W6	W 7	1 Month
Requirement Elicitation	▓							
Development		▓	▓	▓	▓	▓		
Upgrade of the .Net to version 6								
Regional Sales Manager's outlook calendar link to FSS								
Integration: The member data should be auto link to the internal system and not manually updated								
Function to trigger any updates via email e.g. Event, Meetings updates (Daily Operation? TBC)								
Proof of Concept to validate feasibility of solution - FSS able to input foreign languages and have an option for translation								
Functional Testing						▓		
UAT & Go Live							▓	
Warranty Support								▓

Note:

Project schedule is fixed and has a cost associated for the project consultants aligned therefore at any time if schedule is delayed, because of unavailability of Herbalife Stakeholders, then this will have an impact on the project effort/cost. This can be supported through change request management process.

5. Commercial

Espire will charge Herbalife for above mentioned scope:

Sr.	Description	Cost (USD)
1	CR Set #1 Implementation	4454.45

*Terms and Conditions:
- *This cost is based on current understanding of the requirement by Espire Team and the defined scope. Any change of deviation if assessed during requirement detailing or further phases, will be discussed with Herbalife team and taken through Change Management Process.*
- *This proposal is valid until 30th November 2022.*
- *The above pricing is before applicable taxes (if any). GST Extra.*
- *All the hardware & software cost will be borne by Herbalife.*
- *Payment to be made by Herbalife within 30 working days from the date of invoice.*
- *Project Payment Term:*
  - *100% on Project Award*

Confidentiality and Intellectual Property Rights

- Espire shall maintain confidentiality of the information provided by Client for executing the work related to the project. Likewise, Client shall maintain confidentiality of Espire's proprietary matters.
- The entire IPR will belong to Client. Espire shall have no lien on any code, design, document or any knowledge whatsoever involved in this project. Espire take comprehensive and full proof security measures to ensure the safety and integrity of customers' data and Intellectual Property Rights. Espire's policy encompasses the following areas:
  - Use of IT systems
  - Electronic communications best practices
  - Access rights & Password and security
  - E-mail guidelines
  - Proprietary materials
  - Audits and other checks
  - Escalation of issues
  - Privacy policies & Prohibited acts

6. Signatures

In witness whereof, the Parties hereto have caused this AGREEMENT to be duly executed as of the day, month, and year herein above set forth.

Signed on behalf of
Herbalife Asia Pacific Services Ltd

Signed on behalf of
Espire Infolabs (Singapore) Pte. Ltd

Name

Designation

Name - **Nitesh Jain**

Designation - **Regional Head – SEA Region**

7. Change Management Process

Any service request or change request client's prior approval will be received before handling the same. Espire have identified two types of changes that a typical request is likely to encounter during its execution:

- **Design changes:** Represent design modifications incorporated after the initial request approval. Espire identify such changes as natural developments, but also appreciate their existence. Emergence of such changes helps us locate the needs that have been overlooked before, thus helping us to enhance the perfection quotient of the project. We cater to these needs by getting your approval through the Change Request Process.
- **Non-compliance changes:** Represent the changes occurring from unanticipated environmental developments, or from failures in executing some pre-planned activities. Espire identify such changes to be detrimental for the project's progress and try best to avoid the same. Should going for a non-compliance change be inevitable, Espire opt for a Change Budget through submission of a Change Request to the client.

Once the design is signed off and approved, any changes to the design during Coding and Testing phases will be considered as change request and will be taken up following Espire's change request process. Any such change request will be analysed for impact and additional cost and effort to implement the same may need to be borne by Client.

Change Management process has two components to manage changes within the project environment:

- The Change Request Process
- The Change Approval Process

Change Request Process is designed to manage changes to the project goals, deliverables, timeline, or design specifications. A Change Request does not necessarily mean a monetary impact to Customers – that depends on the degree to which the scope is changed – however all changes, large and small, are made via the Change Request process. To prevent misunderstandings, other forms of communication by any party, including, but not limited to, verbal discussions, meeting minutes, written or electronic memorandums, and presentations do not constitute a proper Change Request.

Change Approval Process could be used to implement any permanent change in the scope of the overall program, or for any one-time or out-of-scope work associated with a specific project. Depending on the change or work to be performed, a Change Request may or may not result in a pricing adjustment or a single service charge. The Change Approval Process provides the mechanism to accept and formalize the change requests. Specific procedures associated with the Change Approval Process are triggered upon submission of a Change Request Form to the Espire

Project Manager. These could be fresh approvals for additional resources or funds, revisions to plans, schedules etc.

8. Contact Information

8.1. Singapore

Espire Infolabs (Singapore) Pte. Ltd.	
Name	Nitesh Jain
Title	Regional Head
Address	331, North Bridge Road, Odeon Towers, #22-01/06 Singapore,188720
Email	nitesh.jain@Espire.com.sg
Telephone	+65-62250413, +65 91051061
Fax	+65-62250418