

**AMENDMENT  
TO  
TASK ORDER/FORM OF ORDER/ADDENDA  
MERCK PROMOTION RESPONSE ANALYTICS**

**Summary**

This Vendor Project Plan Addendum (this “PPA”) is subject to the terms and conditions of the Marketing Services Master Agreement between MERCK, SHARP & DOHME, CORP. and TELERX MARKETING, INC. dba C3i Solutions, an HCL Technologies Company, dated as of April 1, 2018 (the “AGREEMENT”) and the updated Change Order dated March 25, 2018 which extended the services through 2021. To the extent that there is any inconsistency between this PPA and such AGREEMENT, the terms and conditions of such AGREEMENT shall prevail.

Merck and C3i Solutions agree that, notwithstanding anything to the contrary, C3i Solutions shall be obligated to perform the services noted below under all or any of the operative agreements, as well as modifications or amendments thereto, or as adjusted by Merck from time to time to meet changing business needs, for the period January 1, 2019 through December 31, 2019.

**Services**

- Provide statistical and analytical support for Merck Marketing and Sales Departments.
- Evaluate sales impact of personal and non-personal promotion to physicians.
- Analyze impact of Direct to Consumer Advertising.
- Provide guidance on promotional investments for profit planning decisions.
- Estimate promotion response for the purpose of sales force sizing and structure.
- Work as an analytical liaison with third party promotional vendors

**Service Level Agreement**

- Monitoring and following up with multiple general mailbox inquiries from internal stakeholders with 100% Accuracy rate and 24-48 business hour response time tracked manually through “Sent File” in Outlook
- Ensure Regression Modeling data is accurate and tested 100% compliance rate for reporting and analysis - Source: SAS Report
- Client Satisfaction: 3.5 or above as evidenced in annual C3i Client Survey
- Compliance Training: Minimum 20 hours training per employee recorded via C3i Connections online training system.
- Attrition: Less than 20% overall OnSight attrition annually, not including anyone hired directly by Merck or promoted within the business unit.



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## Pricing

Promotion Response Analytics Estimated Operating Budget 2019	Unit	Months	Monthly Rate	Annual
Account Management Services	1	12	\$ 250.00	\$ 3,000.00
Statistical Analysis Service	1	12	\$ 10,250.00	\$ 123,000.00
<b>Annual Budget Estimate</b>				<b>\$ 126,000.00</b>
<b>Monthly Budget Estimate</b>				<b>\$ 10,500.00</b>

## Pricing Assumptions (Where Applicable)

- Actual units are billable.
- Pricing subject to change with further business requirements, change to base assumptions or added services.
- Billable expenses such as travel, meals, postage, shipping, etc. are billed at market rate.
- Rates are reviewed annually and will be adjusted for inflation based on CPI.

## Compensation

Payments will be made according to the schedule below. The aggregate amount of all payments hereunder will not exceed the ORDER LIMIT without the prior written approval of MERCK

Payment Schedule: C3i Solutions will follow Merck business rules for monthly invoicing.

## The Project Manager for each of the Parties is as follows:

### C3i SOLUTIONS PROJECT MANAGER

Name:	Joseph Snyder
Title:	Director, Account Services
Address:	410 Horsham Road, Horsham, PA 19044
Phone:	267.305.2926

### MERCK PROJECT MANAGER

Name:	Senthil Murugan
Title:	Director, Quantitative Sciences
Address:	351 North Sumneytown Pike, North Wales, PA 19454
Phone:	267.305.6571

A party may change its representatives identified above at any time by giving notice to the other party in accordance with the notice provisions under this Agreement.



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## Partner Acceptance

The above services and costs from this Amendment are hereby accepted.  
All services to be performed under the same terms and conditions as specified in the original agreement, as amended, unless otherwise stated herein.

## Agreed Upon

**TELERX MARKETING, INC. D/B/A  
C3i SOLUTIONS**

**MERCK, SHARPE & DOHME CORP.**

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Signature

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Signature

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