

TERMS OF REFERENCE FOR PROVIDING SERVICES FOR ISSUE RESOLUTION OF SAP IMPLEMENTATION



**NATIONAL INSTITUTE FOR
SMART GOVERNMENT**
YSR Bhawan, Nanakramguda
Hyderabad – 500 032

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1. Data Sheet

Sl. No	Item	Description
1.	Organization	National Institute for Smart Government
2.	Mode of submission of bid	Softcopy
3.	Officer to whom bid shall be addressed	Triveni Mehta General Manager - Human Resources National Institute For Smart Government Residential Block , 6th Floor Mahanagar Door Sanchar Sadan 9, CGO complex New Delhi -110003
4.	Contact Details	Murali K. Bommireddy - 09989095111 Murali.b@nisg.org Chandrasekhar. N – 9866616205 n.chandrasekhar@nisg.org
5.	Last date and time for submission	28 th July 2017 – 1800 Hrs

2. Purpose of the Terms of Reference (ToR)

National Institute for Smart Government (NISG), Hyderabad, hereinafter called the “**NISG**”, having entered into an agreement with one of its clients, hereinafter called “**Client**” for providing consulting services for the resolution of issues in the implemented SAP ERP, is seeking proposals from prospective and qualified agencies, hereinafter called “**Service Provider**”, who can provide technical expertise as per requirement/ services requested in this ToR.

The Service Provider can source the prospective resources from multiple agencies. However, payments towards engaging the resources shall be made only to the Service Provider with whom NISG enters into an agreement. The Service Provider shall be responsible for the performance of the services rendered. Service Provider may propose

multiple resources in order to deliver the client’s services. This is a services based engagement and not a T&M engagement.

3. Scope of Work & Deliverable

NISG’s client is based out of Visakhapatnam and has implemented SAP ERP solution for efficiency and transparency in their operations. However, during the course and after implementation of the solution, the client is experiencing various challenges pertaining to the functionality of the implemented solution. The service provider is expected to thoroughly understand the issues in the project and provide suitable recommendation to the client for resolution and closure of the same. Service Provider shall produce deliverables as described in this ToR on a fixed rate basis set forth in the Contract. Work will be performed primarily from the service provider’s own office and will need to travel as and when needed. The resource shall be reporting to the client on day-to-day activities and shall keep NISG informed (copy NISG) of all correspondences. The scope of work of the issue resolution and transition shall be in the following modules:

- Financial Accounting (GL, AR, AP, Pension & Gratuity Fund, Asset Accounting)
- HCM
- Cost/ Management Accounting
- Fund Management
- Investment Management
- Cash/ Bank Management
- Materials Management
- Project Management
- Document Management
- Real Estate Management

The functional scope of the service provider shall include, but not limited to, the following:

Understanding the issues	
	Study of the project documents - RFP, Agreement between SI and client, Issues list, Business Blue Print and other project documentation.
	Interaction with Core Team members and end users to understand the business importance of each issue

	Interaction with Project Management Unit (PMU), if any in place to understand the reasons and complexity of the issues
	Interaction with the implementation team to understand the reasons for not being able to close the issues.
Documentation of Suggestions and Recommendation	
	Preparation of a detailed report with observations, reasons for the issue, reasons for not resolving the issue, recommendations for resolution of issue. The recommendations provides necessary action to be taken and may not consist of a specific 'Solution to the Issue'
Enabling the BASIS transition	
	Enable smooth transition of SAP BASIS handover from System Integrator to client
	Validation of proper transition / handover of the system landscape from SI to the client's BASIS Team. This includes <ul style="list-style-type: none"> a. User and Role creation policy b. Backup and recovery c. System refresh d. Maintenance strategy covering <ul style="list-style-type: none"> 1. Operating system 2. Database 3. SAP system (Kernel, Patches and SAPGUI) 4. EWA implementation e. Audit Policy f. Daily , weekly and Monthly housekeeping activities g. Transport management strategy h. SAP Application and database Parameters i. Data retention policy j. User access governance at Operating system and database level

Issues to be resolved:

1. Examination of issues in the modules developed by TCS based on the contract signed between VPT and TCS.
2. Examination of Hardware sizing done based on the modules, the workloads and the response times defined in the RFP. Re-sizing of hardware is not part of the scope of work.
3. Due to the delay in implementation of the project, the timelines need to be revised. There is a need to re-define the new Go-Live dates for each module and also define the final Go-Live date for the project.
 - a. As part of the revised dates, what are the implications of the licenses already procured?
 - b. Who shall bear the cost of licenses till Go-Live and after Go-Live?

Both the above issues shall be examined based on the contract and recommendations shall be given. Also, the new timelines to be proposed by TCS shall be vetted and examined by NISG since the timelines is a function of number of resources put on the project.

4. Examination of the scope of work and deliverables of TCS as per the contract and identify the pending work as per the contract.
5. There are certain Change Requests (CRs) raised by TCS. These CRs need to be examined for relevance and also for correctness of the effort.
6. Examination of the documentation for all the modules for recentness and accuracy.
7. The design estimation is being done manually. This needs to be examined whether it is part of the scope of work of TCS or is it a CR?
8. The PF module has been implemented with only accounting processes. The transactions are not developed (loans, advances etc.) as part of the implementation. Is it part of scope of TCS or is it a CR?
9. How many BI Reports have been implemented? Are there any pending works as part of the contract?
10. The pre-requisites and the requirements for BASIS transition from TCS to VPT and the plan thereof needs to be submitted.

4. Duration of Engagement

The service provider shall provide the services as requested in the scope of work and the duration of the engagement is expected to be around 3 months (approximately) from the date of issue of the work order by NISG.

5. Deployment of Resources

NISG desires to engage a Service Provider having highly competent and experienced SAP professionals who shall provide the services as requested in the above scope of work. The engagement/ program will be driven by NISG and the deployed resources will report to the client's nodal officer/ official nominated by client/ designated Manager of NISG.

The service provider shall clearly state the expertise in the resumes' of the professionals proposed, as mentioned in Annexure 2.

This Terms of Reference has, therefore, been prepared to seek the services from the larger market pool so as to secure the most suitable set of professionals for these highly challenging jobs.

6. Terms of Engagement

6.1. Response to this ToR: The Service Provider has to respond to this ToR, by submitting the signed, sealed and scanned Form I (on company's letter head) along with duly filled, signed and sealed Annexure I & II through email on or before date and time mentioned in the data sheet. The responses shall be mailed to contacts mentioned in the data sheet. Complete responses, as required in this TOR, received within the above mentioned date and time, to the above mail-id, shall only be considered for evaluation. Interested Service Provider may provide minimum of 2 and maximum of 5 prospective candidate profiles for the engagement.

Form I is the covering letter to be signed by the authorized person from the Service Provider. Annexure 1 shall be filled up with the names of the resources and the total commercials for the project. The commercials shall include all charges inclusive of all taxes except the service tax and the travel.

6.2. Selection of candidates: The selection of the service provider would be as per the following procedure:

- a) The service provider shall propose the prospective candidates
- b) The proposed candidates' resumes shall be reviewed by an internal committee for suitability. The commercial quotes of only the suitable service provider shall be considered for selection.
- c) The final selection will be based on the least commercial quote of the qualified bidders.

6.3. Work Order: A work order would be issued to the service provider if the firm is selected.

6.4. Terms and Conditions

- a) **Standard of Performance:** The service provider shall perform the Services and carry out their duties with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices. The service provider standards of performance and conduct shall be guided by the Client's requirements, defined Performance Standards and Code of Conduct.
- b) **Line of Authority:** The resources of the service provider will report to the Client's nodal officer/ official indicated by client/ designated manager of the NISG, who will set the work priorities, the expected outcomes and the timelines. NISG will make payments to the Service Provider subject to the receipt of approval from the client. NISG may seek feedback from the client about the performance of the service provider, if required.
- c) **Misconduct:** If "NISG" finds that any of the resources of the service provider has committed serious misconduct or has been charged with having committed a criminal action, or has reasonable cause to be dissatisfied with the performance of any of the resources, then the Service Provider shall, at the NISG's written request specifying the grounds thereof, within 5 working days, provide a suitable replacement candidate having qualifications and experience acceptable to the NISG.
- d) **Status Reporting:** The resources may be directed to give a periodic status report by the client. The service provider will not be required to give similar reports to NISG, except

when they are requested to do so to assess the status of the engagement and to strengthen the relationship with NISG.

- e) **Insurance:** The service provider has to make suitable arrangements for all the insurance needs of the service provider. NISG will not bear any liability whatsoever for the service provider, under any circumstances.

6.5. Replacement: Except as “NISG” may otherwise agree, no resource selected for this engagement shall be changed, or replaced. If, for any reason beyond the reasonable control of the Service Provider, such as resignation, retirement, death, medical incapacity, disability among others, it becomes necessary to replace any of the resource, the Service Provider shall, within 5 working days, provide a suitable replacement candidate with equivalent or better qualifications. Any of the resources provided as a replacement above, shall be subject to the prior written approval by the “NISG”. Also the Service Provider shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement.

6.6. Payment Terms: The service provider shall be paid the entire quoted amount upon acceptance of the submitted deliverable by the client.

6.7. Confidentiality and Conflict of Interest: The resources deployed at the NISG/Clients premises shall hold the “NISG’s/Client’s” interests paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments or their own corporate interests. If during the period of this contract, a conflict of interest arises for any reasons, the service provider shall promptly disclose the same to the NISG and seek their instructions.

6.8. Other terms:

- a) The service provider has to agree and abide by the rules and regulations applicable to consultants of NISG.

- b)** Any other out of pocket expenditure such as travel incurred for the engagement will be completely arranged for, by NISG. All boarding passes shall be submitted to NISG immediately upon completion of the travel.
- c)** The resources must be open to travel as required.
- d)** The resources should be available on email/phone for any ad-hoc support and contact.
- e)** The resources will also abide by all other guidelines/rules/regulations/instructions necessary/as applicable by/for NISG
- f)** The documents, artifacts generated from this work/ assignment will be the sole property of client and should not be disclosed to any other entity without prior approval of the client. The service provider may be required to sign a Non-Disclosure Agreement in this regard, if required.

FORM I

(To be submitted on Service Provider's Letter head)

Place:

Date:

To

Triveni Mehta
General Manager - Human Resources
Mobile:-9582145257
National Institute For Smart Government
Residential Block , 6th Floor
Mahanagar Door Sanchar Sadan
9, CGO complex
New Delhi -110003

Sir

Sub: Submission of response to the ToR for providing SAP consulting services – reg.

Having examined the Terms of Reference (ToR), we the undersigned, express our willingness, and hereby offer to provide the consultancy services mentioned in the terms of reference. We state that we shall abide by the provisions of the ToR.

Signature:

Name:

Designation:

Company Seal

Annexure 1

S.No.	Name of the Resources proposed	All inclusive price quote for the engagement

(Add more rows, as may be needed)

Signature:

Name:

Designation:

Company Seal

ANNEXURE 2

Please attach the resume' of all the proposed key resources.