



SAP Applications ECC Version 6.0 Implementation

Statement of Work (SOW)

PROJECT SPONSOR : ***BIHAR STATE MILK CO-OPERATIVE FEDERATION LTD***
: ***VAISHAL PATLIPUTRA DUGDH UTPADAK SAHKARI SANGH LTD***

IMPLEMENTING PARTNER : ***ZENSAR TECHNOLOGIES LTD, PUNE, MAHARSATRA***



Table of Contents

EXECUTIVE SUMMARY.....	4
DEFINITIONS	5
BUSINESS LEGAL ENTITY & LOCATIONS IN SOW	5
SUPPLY OF SAP ERP SOFTWARE	6
A. ACTIVITY UNDER ERP IMPLEMENTATION & TIME SCHEDULE.....	6
Phase -1	8
1.1 PRE-IMPLEMENTATION SERVICE	8
1.2 PREPARATION FOF PROJECT CHARTER.....	9
1.3 TECHNICAL REQUIREMENT ANALYSIS	9
1.4 IDENTIFICATION OF PROJECT TEAM MEMBERS	10
1.5 APPROACH TO IMPLEMENTATION STRATEGY.....	11
1.7 PREPARATION OF EXECUTIVE KICK OFF MEETING	12
1.8 PRE IMPLEMENTATION TRAINING TO FTL AND CTM.	12
Phase -2	12
2.1 DEFINE BASELINE SCOPE	12
2.2 REFINE THE PROJECT SCHEDULE & IMPLEMENTATION SEQUENCES	12
2.3 INSTALLATION OF DEVELOPMENT SERVER	12
2.4 PREPARATION OF SIZING DOCUMENTS FOR QUALITY & PRODUCTION SERVER	13
2.5 DEFINE BUSINESS ORGANISATION STRUCTURE	13
2.6 BUSINESS PROCESS STUDY	13
2.7 REQUIREMENT ANALYSIS	13
2.8 GAP ANALYSIS.....	14
2.9 BUSINESS MAPING REPORT.....	14
2.10 PREPARATION OF BUSINESS BLUE PRINT	14
2.11 QUALITY CHECK BLUE PRINT PHASE.....	15
2.12 FINALISE LIST FORMS, REPORTS, LAYOUT, ENHANCEMENTS, AND CONVERSION ETC....	15
Phase - 3	15
3.1 INSTALLATION OF HARDWARE & SOFTWARE	15
3.2 BASELINE CONFIGURATION & CONFIRMATION	17
3.3 DEVELOP SYSTEM ENVIRONMENT- INSTALL QUALITY ASSURANCE SYSTEM.....	18
3.4 FINAL CONFIGURATION AND INTEGRATION TESTING.....	18

3.5 TECHNICAL SYSTEM MANAGEMENT, INSTALL TRAINING SYSTEM.....	18
3.6 DEVELOP ENHANCEMENTS, CREATE REPORTS, CREATE FORMS, INTERFACES, CONVERSIONS	18
3.7 ESTABLISH AUTHORIZATION CONCEPT	21
3.8 ORGANISATIONAL CHANGE MANAGEMENT	21
3.9 QUALITY CHECK REALISATION PHASE	22
3.11 INTEGRATION WITH OTHER SOFTWARE	23
Phase - 4	23
4.1 END USER TRAINING.....	23
4.2 END USER DOCUMENTATION & TRAINING MATERIAL	23
INSTALLATION & READINESS OF PRODUCTION SERVER	23
4.4 SET UP & CONFIGURATION	23
SYSTEM ACCEPTANCE TESTING	25
SYSTEM WALK THROUGH.....	25
4.8 GO LIVE	25
4.9 PRODUCTION SUPPORT.....	25
Phase -5	26
5.1 POST GO LIVE SUPPORT.....	26
B. TRAINING SCOPE	31
PROJECT MANAGEMENT TEAM STRUCTURE	34
Roles and Responsibilities	35
C. PROJECT CONTROL.....	39
D. PROJECT ESCALATION PROCEDURE.....	42
GENERAL REQUIREMENTS.....	43
E. BUSINESS PROCESS REQUIREMENT	43
PROJECT PHASE WISE DELEIVERABLES.....	49
CHANGE REQUEST FORMAT	55
Appendix-A	59

EXECUTIVE SUMMARY

Bihar State Milk Co-operative Federation Ltd (COMFED) promoted by the State Government, is a state level co-operative organisation engaged in procurement, processing of milk, manufacturing and selling of milk and milk products through affiliated milk unions and village level Dairy Co-operative Societies (DCS) in the state of Bihar & Jharkhand i.e. erstwhile Bihar.

Vaishal Patliputra Dugdh Utpadak Sahkari Sangh Ltd (VPMU) is a district level organisation affiliated to COMFED, engaged in procurement, processing, manufacturing and marketing of milk and milk products in Patna and adjoining four districts in the state of Bihar.

COMFED & VPMU having the Project Sponsor of the ERP implementation, have selected M/s Zensar Technologies Ltd (herein referred as ZENSAR) for the work contract of implementation of SAP ERP ECC 6.0 solutions and customization, computerization of entire existing business processes or activities including making adequate provision for technology up gradation and expansion program at Head Office of COMFED, Patna and Feeder Balancing Dairy Plant including Cattle Feed Plant & Office premises of VPMU.

The Zensar has agreed to implement the SAP ERP Version 6.0 and to implement the following SAP functional modules (i.e. **MM, QM, PP, SD, LE, PS, PM, FI, CO, HCM, DMS, BI, Net weaver Portal including dependencies modules if any**), data migration from the legacy system to new ERP system, training of manpower, Annual support or maintenance of development, other services etc. as offered by COMFED vide Letter of Intent (LOI) .COMFED:PROC:163:4157 dated 25th August, 2010.

The basic objective of ERP Implementation is to integrate all business processes right from farmer level to end customer level across entire COMFED, its units and affiliated milk unions in order to provide online information, to bring transparency, to adopt best business practices, to bring cost effectiveness and quality services and to provide online support in quick decision making.

The Statement of work (SOW) outlines the scope of work and services to be executed by the ZENSAR for the implementation of SAP ERP ECC Version 6.0 and their post annual implementation support in Head Office of COMFED and Feeder Balancing Dairy as well as cattle feed plant- both under the management of VPMU.

The SOW shall form integral part of the agreement and the scopes mentioned in SOW shall not restrict Zensar to configure and develop the system for the deliverables mentioned in RFQ or Tender Documents offered by Zensar.

The inclusions or exclusions wherever required in the interest of Project Sponsor shall be made within the scope of work defined in the SOW and Agreement.

DEFINITIONS

SI No.	Particulars	Defined in Statement of Work
1	Statement of work	SOW
2	Bihar State Milk Co-operative Federation Ltd	COMFED
3	Vaishal Patliputra Dugdh Utpadak Sahkari Sangh Ltd	VPMU
4	Places covered for ERP Implementation- COMFED Head Office, VPMU-Feeder Balancing Dairy and Cattle Feed Plant	COMFED Head Office, VPMU Dairy Plants
5	Zensar Technologies Ltd, Pune	Zensar
6	COMFED & VPMU	Project Sponsors
7	Scope of work	SOW
8	Project Sponsor Program Manager	PSPM
9	SAP ERP version 6.0 Implementation	ERP project
10	Dairy Co-operative Societies	DCS

BUSINESS LEGAL ENTITY & LOCATIONS IN SOW

The Configuration, Installation and complete Implementation of SAP ERP Solution for following units of COMFED & two units of VPMU under the proposed ERP system:-

SI No	Name of the Unit	Address/Location
1	Bihar State Milk Co-operative Federation Ltd (COMFED)	Head Office Dairy Development Complex PO-BV College Patna- 800 014
2	Vaishal Patliputra Dugdh Utpadak Sahkari Sangh Ltd (VPMU), Feeder Balancing Dairy,	Office and Factory Feeder Balancing Dairy Fulwarisharif, Patna- 810 005
3	Vaishal Patliputra Dugdh Utpadak Sahkari Sangh Ltd (VPMU), Cattle Feed Plant	Office and Factory Cattle Feed Plant Jagdeopath Patna- 800 014

SUPPLY OF SAP ERP SOFTWARE

Projects Sponsors will directly procure the SAP ERP version ECC 6.0 from SAP India Private Limited, Bangalore based on the recommendation of Zensar. The recommendations for ERP Solution should take into account the Functional specifications and business activities of Project sponsors.

Completion Criteria: The Project Sponsor will ensure the procurement of SAP ERP software component as advice of Zensar.

Annexure 2

A. ACTIVITY UNDER ERP IMPLEMENTATION & TIME SCHEDULE

Phase-1	Project Preparation	Time schedule
	Pre-ERP Implementation Services	1 Month (i.e. 1 month from the date of acceptance of order)
	Preparation of Project Charter- Setting the vision, objectives and goals of ERP implementation	
	Technical Requirement Analysis- Recommendation on Hardware requirement, net workings and data connectivity	
	Identification of Technical, Functional, Core Team Members from both side & their deployment	
	Pre-ERP Implementation Training to Technical, Functional & Core Team Members	
	Defining Project Schedule and Implementation sequences	
	Define approach to Implementation Strategy	
	Define Project Quality Management Plan, Risk Management Plan, Escalation Procedures and Project Change Management Plan	
	Preparation of Executive Kick off Meeting	

Phase-2	Business Blue Print	Time schedule
	Define the Baseline Scope	3 month (i.e. 4 Months from the date of acceptance of order)
	Refine the Project Schedule and Implementation sequences	
	Installation of Development Server	
	Sizing documents of quality & Production server	
	Define Business Organization Structure	
	Business Process Study	
	Requirement Analysis	
	Gap Analysis	

	Business Mapping Report	
	Finalize List Forms, reports, layouts, Enhancements, Conversions etc.	
	Project Plan- Preparation of Business Blue Print	
	Quality Check Blue print Phase	

Phase-3	Realization	Time schedule
	Installation of hardware & software	2 Months (i.e. 6 months from the date of acceptance of order)
	Baseline Configuration and Confirmation	
	Develop System Environment - Install Quality Assurance System	
	Final Configuration and Integration Testing	
	Technical System Management, Install Training Systems	
	Develop Enhancements, Create Reports, Create Forms, interfaces, conversions etc.	
	Establish Authorization Concept	
	Organizational Change Management	
	Quality check Realization phase	
	Migration of Historical Data	
	Integration with other software	
	End User Documentation and Training Material	

Phase-4	Final Preparation	Time schedule
	End-User Training	2 Months (i.e. 8 months from the date of acceptance of order)
	Installation and readiness of Production server	
	Setup and Configuration	
	Data Migration and Cut Over	
	System Acceptance Testing	
	System Walk-Through	
	Go-Live	

Phase-5	Go Live & Support	Time schedule
	Production Support	3 Months (i.e. 11 months from the date of order)
	Post Go Live Support for 3 months	

Zensar shall implement the project in the timelines mentioned in annexure 1 and the payment of each phase will be based on the milestone achieved and not on duration and time .

However the time lines mentioned in the Annexure 2 in broader timelines of the project for are for monitoring purpose. The measuring of the projects shall be on the milestones achieved, based on which COMFED will release the payment. The Liquidated Damages for delayed time shall be calculated based on the timelines and milestones mentioned in Activity under different Phases in above.

Annexure -1						
#	Phases	Timeline in months				
		Phase 1	Phase 2	Phase 3	Phase 4	Phase 5
1	Project Preparation	1				
2	Business Blueprint		1.5			
3	Realization			1.5		
4	Final Preparation and Go-Live				1	
5	Post Implementation Support					3

Phase -1

1.1 PRE-IMPLEMENTATION SERVICE

The Zensar will provide the following services under pre-implementation services:-

- Assist in project plan creation for the SAP Implementation
- Assist in sizing the infrastructure to support the SAP environment
- Design the project execution control
- Provide detailed specifications for hardware, networking, communications, compatibility issues with plant & machinery
- Review the risk assessment and mitigation plan to determine appropriateness
- Design process and procedures for monitoring project quality and planning

Completion Criteria: A sign off copy of each activity completed should be issued by the Project Sponsor Program Manager.

1.2 PREPARATION FOF PROJECT CHARTER

To set the objectives of ERP implementation linkage with COMFED's 6 affiliated milk union situated in the state of Bihar, 3 manufacturing dairies and one cattle feed plant situated in the state of Jharkhand at Ranchi and 1 manufacturing dairy and 1 mega dairy (under construction) in Bihar.

To provide e- business path from village level DCS and dealer / distributor in the urban area.

Completion Criteria: - A project Charter is to be prepared setting the Mission Statement & Objectives as well as Goals of implementation of ERP duly approved by Managing Director, COMFED.

1.3 TECHNICAL REQUIREMENT ANALYSIS

The Zensar shall provide assistant in Hardware sizing and Networking Configuration, Operating and Databases Systems / specifications, communications channel that are most suitable for running the ERP Solution provided to Project Sponsor. The Zensar will be responsible for properly drawing up & recommendation of all hardware and networking specifications to ensure that the installation and deployment of the procured ERP Solution are smooth across the project sponsor's locations. Specifications shall be independent of any proprietary technology of any hardware / networking and databases vendor. Specific activities that need to be done in this task are:-

Recommendation on SAP system architecture and design and Server sizing, Net workings and data connectivity.

- ✓ To draw up server infrastructure requirement, technical specifications & guidelines on Data centre Components like type of SAP sizing, Storage Infrastructure, Tape Library, San Array, SAN Switch, Backup software etc. based on the analysis of following environments:-
 - Production Environment
 - Quality Environment
 - Development Environment
 - Test Environment
 - Disaster Recovery Environment
- To suggest the topology to address the consolidation objectives of Project Sponsor and at least 5 years projected growth plan.
- To submit detailed recommended architectural layout at primary site and at the disaster recovery site.
- ✓ To suggest the net working infrastructures and will be coordinating in networking installation.
- ✓ To recommend the data connectivity for the smooth functioning of data transfer and connectivity.

Deliverables

- Release the document for server sizing with server sizing questionnaires. Perform quick sizing with users list provided by customer. Finalize the landscape and required hardware with the help of customer & hardware vendor.
- To release the net working layout and type of networking infrastructures
- To release the comparative data connectivity of at least two possible options.

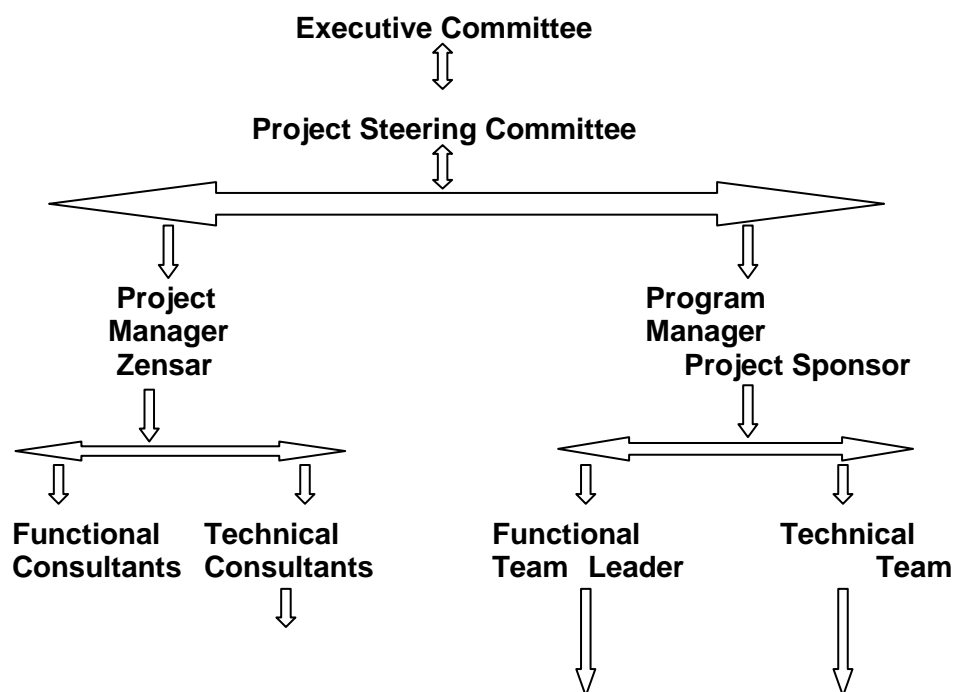
Completion Criteria: - Three hard copies of all requirements are to be submitted which will be signed off by Project Sponsor Program Manager.

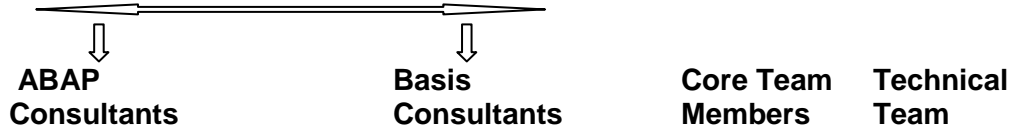
1.4 IDENTIFICATION OF PROJECT TEAM MEMBERS

Both Zensar and Project Sponsor will identify the project team members like the followings:-

Zensar will identify the functional team and technical team members including the Project Manager for deployment to the ERP Project and will inform to Project Sponsor. The no. of team members will be as per the Project Team Structure shown in this SOW.

Project Sponsor will identify the Functional Team Leaders, Core Team Members, for each SAP module and Program Manager as well as System Administrator for effective implementation of the ERP Project. The structure of Project Management Team would be as below:-





Details are shown in Project Management Team scope.

1.5 APPROACH TO IMPLEMENTATION STRATEGY

ZENSAR will use ASAP approach of implementation. SAP (Accelerated SAP) is a complimentary set of tools, methodologies, content and programs developed by SAP, which is designed to help you implement the SAP solution in more complex environments, whether you are a multi-national or simply a larger enterprising seeking to standardize your IT systems.

ASAP (Accelerated SAP)

- SAP provides with Accelerated SAP (ASAP) a methodology for realizing solutions. It includes an implementation roadmap with accelerators for all phases of a project. The ASAP contains a consistent set of tools, methodologies, content and programs which all work together in each phase of the life cycle to provide SAP's current and future customers with the keys to unlock the potential of SAP. ASAP divides projects into five separate consecutive phases, which are summarized in the table below:

1. Project Preparation	<ul style="list-style-type: none"> • Initial project planning • Training Plans • Technical requirement plans • Quality Plans
2. Business Blueprint	<ul style="list-style-type: none"> • Project Blueprint • SAP strategy framework • Design
3. Realisation	<ul style="list-style-type: none"> • SAP solution development configuration • System test plans • Establish production environment • Authorizations • Final Integration tests
4. Final Preparation	<ul style="list-style-type: none"> • End-user training • System tests • Cut-over
5. Go Live and Support	<ul style="list-style-type: none"> • Production Support • Project end

1.7 PREPARATION OF EXECUTIVE KICK OFF MEETING

Zensar Project Manager & Project Sponsor Program Manager will jointly prepare the Executive Kick off Meeting Agenda. The detailed scope of flow of work shall be prepared;

Completion Criteria: A complete work flow program shall be prepared by the Project Manager.

1.8 PRE IMPLEMENTATION TRAINING TO FTL AND CTM.

The Zensar shall provide a pre-implementation training and orientation programmes for the employees of the Project Sponsors so they can grasp the model of ERP's proposed working environment.

An adequate training/ orientation is to be provided to Project Sponsor ERP Team for effective implementation of the ERP Project.

Completion Criteria: - The pre-implementation training completion certificates showing the date of training and the name of employees attended the training/ orientation is to be signed off by Project Sponsor / Program Manager.

Phase -2

2.1 DEFINE BASELINE SCOPE

ZENSAR will finally decide the baseline scope of business objectives of Project Sponsor after due discussion with the Project Sponsor officials.

Completion Criteria: The hard copies of baseline scope of business objectives shall be prepared by Zensar and shall be approved by the MD, COMFED.

2.2 REFINE THE PROJECT SCHEDULE & IMPLEMENTATION SEQUENCES

ZENSAR & Project Sponsor will refine the project schedule and implementation sequences based on the inputs received during the phase-1, however this will be decided with the consent of Project Sponsor.

Completion Criteria: The revised schedule of implementation shall be prepared by the Zensar and shall be considered after the approval of Project Sponsor.

2.3 INSTALLATION OF DEVELOPMENT SERVER

ZENSAR will install the development server.

Installation of Development server

Deliverables

Release the document for Technical Requirements to start the SAP installation.

Release the document for File systems and prerequisites

Installation on Development server

Apply all-available support patches & Kernel patches

Perform Client copy (maximum 2)

Create Consultant user ids in development client

Import Vertical transport request

Prerequisites

Project Sponsor should procure development Server well before the stipulated date.

2.4 PREPARATION OF SIZING DOCUMENTS FOR QUALITY & PRODUCTION SERVER

ZENSAR will prepare the sizing documents for Quality and Production Server.

Completion Criteria: Zensar will submit the sizing documents in two copies and the specification of Production and Quality Server.

2.5 DEFINE BUSINESS ORGANISATION STRUCTURE

2.6 BUSINESS PROCESS STUDY

Zensar will make a detailed study of business processes of Project Sponsors.

Completion Criteria: A three set report is to be submitted by Zensar.

2.7 REQUIREMENT ANALYSIS

The requirements of all the activities of Comfed and VP Milk Union will be collected by the Zensar team through Project Manager of Comfed/VPMU and then statements containing details of requirements will be prepared by the Zensar team.

Completion Criteria: The requirement of all the business processes of Project Sponsor shall be analysed by the Zensar and complete documents of

requirements shall be prepared in three sets duly signed by the authorised Project Sponsor official.

2.8 GAP ANALYSIS

Zensar will prepare a Gap Analysis document clearly showing the in-built process within SAP standard module, requirements and gap. The endeavour of the development will be to fill the gap between available and requirement.

Completion Criteria: A three set of hard copies for GAP Analysis Report shall be submitted by Zensar.

2.9 BUSINESS MAPING REPORT

The objective of the Business Mapping Report is to gain an insight into the Project Sponsor's business objectives and to determine which SAP solutions business processes are necessary to support these objectives. Also, this phase involves refining the original project goals and objectives and revises the overall project schedule. A preliminary meeting is held to discuss business objectives, organizational structure and global business processes. The various business processes are discussed in more detail and recorded in individual workshops. The result is the Business Blueprint, a detailed documentation of the results gathered during requirements workshops. The customer must officially approve the Business Blueprint. This document serves as a basis for system configuration and acceptance throughout the rest of the project. During this phase the development system is implemented and made ready for use. The project team members start their training program (level 1 and 2).

Completion Criteria:- A three set of Business Mapping Report shall be submitted by the Zensar (Soft Copy)

2.10 PREPARATION OF BUSINESS BLUE PRINT

The purpose of this phase is to implement all the business process requirements. Zensar during this phase will configure the system as per requirements and will conduct integration tests and draw up end user documentation. Zensar will test the interfaces between the integral business scenarios and then customer will carry out acceptance test.

Completion Criteria: A three set of Business Blue Print shall be submitted by Zensar

2.11 QUALITY CHECK BLUE PRINT PHASE

At each stage of the configuration, based on blue print the acceptance tests will be conducted by the Comfed/VPMU business process owners and core team members.

Completion Criteria: A printed Copy of Quality Check of Blue Print is to be submitted by Zensar.

2.12 FINALISE LIST FORMS, REPORTS, LAYOUT, ENHANCEMENTS, AND CONVERSION ETC.

Project Sponsor will assist in preparation of list of forms, reports, layout, enhancements and conversions if any which will provided to Zensar. Zensar shall take it account while designing the various reports and forms.

Completion Criteria: A three set of complete finalised reports and formats duly approved by the Functional Team Leaders shall be submitted.

Phase - 3

3.1 INSTALLATION OF HARDWARE & SOFTWARE

(a) Installation of Production Server

Deliverables

- Installation of Production server
- Apply all-available support patches & Kernel patches
- Perform Client copy once
- Create Consultant user ids in production client
- Import Vertical & Development transport requests
- Apply SAP Support tools and latest available SAP Kernel

(b) Installation of Solution Manager Server

Deliverables

- Installation of Solution Manager Server
- Configure the SM optimizer to download the patches.

Configuration of Early Watch Alerts on Production Server

(c) Installation of SAP Router server

Deliverables

Installation of SAP Router software

Configure SNC once only.

Exclusions in BASIS implementation scope:

- Additional server installation (IDES, SANDBOX, etc.).
- DR site setup & Support.
- System Refreshes (More than Once)
- Client Refreshes (More than Once)
- Additional activities configuration in Solution manager

(d) Installation of Testing Server

Deliverables

Installation of Test server

Apply all-available support patches & Kernel patches

Perform Client copy once

Creation of Consultant user ids in Test client

Import Vertical & Development transport requests

Create message to SAP for going live support

(e) Installation of BI Server

Deliverables

Installation of Production server

Apply all available support patches & Kernel patches

Perform Client copy only once

Create Consultant user ids in production client

Import Vertical & Development transport requests

Apply SAP Support tools and latest available SAP Kernel.

Integration with SAP Server

- Installation of Enterprise Portal (EP) Server

- Recommendation on Procedures for SAP database administration, including backup standards.
- Recommendation of Setting up of technical Transport System
- Assist in Project Sponsor technical team in performing all authorization related activities pertaining to SAP Systems.
- SAP Performance monitoring during project lifecycle.
- To assist Project Sponsor in the procurement of the specified Hardware and Network Equipments and in carrying out a Quality check of the procured Hardware and Network Equipments.
- To be associated with the Team set up to achieve an effective installation of the Hardware and Network Equipments.
- To assist in System Volume and Stress Test, Benchmarking tests pertaining to hardware
- To assist in System administration and performance tuning at OS/DB and network levels

The activities under this phase are :

3.2 BASELINE CONFIGURATION & CONFIRMATION

Zensar will configure the SAP ERP based on the blue print prepared and confirm the configuration.

Completion Criteria: The Configuration Report for each module shall be prepared and submitted by Zensar.

3.3 DEVELOP SYSTEM ENVIRONMENT- INSTALL QUALITY ASSURANCE SYSTEM

Zensar will install Quality Server and Quality Assurance System and System Environment in accordance of the best practices.

Completion Criteria: The Completion Details and Copy of Quality Assurance System adopted shall be submitted by Zensar.

3.4 FINAL CONFIGURATION AND INTEGRATION TESTING

Zensar shall finally configure and make the integration testing with applications and other softwares.

Completion Criteria: The Final Configuration and Integration Testing report duly vetted by SAP Consultant shall be submitted by Zensar.

3.5 TECHNICAL SYSTEM MANAGEMENT, INSTALL TRAINING SYSTEM

Zensar will install the Technical Management System and also conduct the Training System of the Project Sponsor employees.

Completion Criteria: A three set of Technical Management System prepared by Zensar is to be submitted.

3.6 DEVELOP ENHANCEMENTS, CREATE REPORTS, CREATE FORMS, INTERFACES, CONVERSIONS

Zensar will develop and complete the activities shown in **Appendix-3** and Zensar shall provide SAP Standard Reports/Scripts that are offered along with the solution. If standard reports / scripts / Forms / Objects / Processes offered along with the solution do not meet Project Sponsor's requirement, then Zensar shall develop 50 Number of reports.

ABAP Developments:-

- i. For ABAP development, FRS as per standard Zensar format will be prepared by the core team member / Project Sponsor of the respective module including Test data, exact output/design etc, and submitted to the Project Manager of Zensar after approval from Project Manager of Project Sponsor,

which will be forwarded to Functional Consultant of that particular module. The FRS which includes the details of Test Data and Acceptance Criteria will be signed by the Project Managers, concerned CTM/BPO and Functional Consultant. ABAP development will be taken up after hard copy receipt of the same at Zensar SAP ODC. Soft Copy of FRS shall be mailed to Offshore Team.

- ii. After the ABAP development is completed as per the FRS, the Functional Consultant will intimate client to test the ABAP Object. If any minor changes are required to be incorporated in the ABAP Object, the same has to be communicated in single instance to the concerned Functional Consultant via the project manager by the client within 3 days of delivering the Object. If the changes are not intimated within 3 days then Zensar will be completing the changes after Go-Live. Any further changes/iterations/major changes to the Object will be treated as a new version and will be considered as new ABAP Object.
- iii. If the changes required in any developed/completed ABAP Object require more than 4 hours of ABAP effort, it will be considered as major changes and will be treated as new ABAP Object.
- iv. If an ABAP Development involves printing on Pre-printed stationery, the stationery should be handed over to respective Functional Consultant along with FRS. The development of the object will not start until and unless the Pre-printed stationery is handed over.
- v. No FRS related to an ABAP Object essential for Go-Live will be accepted from client 30 days prior to Go-Live onwards. If there are no pending ABAP Objects for delivery to client at that point of time, then new FRS may be accepted by Zensar. However, these Objects should not be classified as “essential for Go-Live”.
- vi. Historical data will be brought over to BI in two critical areas by establishing database connection to the existing legacy database and a total of 10 reports in these areas will be delivered, sufficient knowledge transfer will be done to the Core team so that they can extract data of other required areas and develop new reports on their own.
- vii. ABAP Object can be any of the following categories of SAP ABAP Development.
 - Reports

- Forms
- Enhancements (Exits, BADIs)
- Conversions
- Interfaces
- Screen Programming

Reports:

Requirements have been estimated for 50 reports beyond what is available as standard reports in SAP. The list of SAP standard reports is to be given during the Blueprint Phase by Zensar based on that the type of customised reports will be finalised.

Interfaces:

The interfaces and their design will be decided during business process study phase and will be developed as part of the project by the Zensar. The same will be evaluated during the Business Blueprint and the exact design of interface will be decided at that point. The functional and technical requirements will be reviewed and additional work estimates will be submitted for approval before start of enhancements. Estimates that arise during the proposed project will be managed through the procedure described in Project Change Control Procedure, and may result in adjustments to the Project Scope, Estimated Schedule, Charges and other terms.

During design phase any further interface development requirements if required will be included as part of the project deliverable but subject to change control procedure.

Conversion:

Data conversion is a critical aspect of SAP implementation. Project Sponsor will provide the necessary infrastructure and people to correct, collect and validate the data that will be uploaded in the system prior to cutover.

Enhancement:

Efforts should be to use of standard functionalities to the maximum possible extent. Requirement for enhancements, if any will be scoped during the Blue Print Phase. The functional and technical requirements will be reviewed and additional work estimates will be submitted for approval before start of enhancements. Estimates that arise during the proposed project will be managed through the procedure described in Project Change Control Procedure, and may result in adjustments to the Project Scope, Estimated Schedule, Charges and other terms.

- viii. Apart from the special developments mentioned elsewhere in this document and customized reports and scripts any ABAP development will attract additional commercials.

3.7 ESTABLISH AUTHORIZATION CONCEPT

Zensar will create user ID, password and authorisation to user employees of the Project Sponsor, to whom the Project Sponsor has identified for this purpose. The name, designation and authorisation limit to different type of users shall be decided and communicated separately during the phase -3 by the Project Sponsor.

Completion Criteria: A complete set of user's ID, Password etc. Authorisation System shall be submitted to System Administrator of the Project Sponsor.

3.8 ORGANISATIONAL CHANGE MANAGEMENT

Project Control

Ongoing control of the project will be based on the following key elements:

- Monitoring progress against a project plan baseline and deliverable schedule
- Regular, formal management reporting
- Formal problem reporting
- Formal change control procedures

Risk Management

Risk Management in a typical SAP implementation involves identifying all the risks associated with the nature and complexity envisaged for Project Sponsor and the control measures defined to manage these risks. Effective Risk Management decides the ultimate success of the project and therefore forms a crucial part of the overall Project Management function.

Zensar is already cognizant of the risks associated in the SAP Implementation Project and have taken counter measures to minimize the risk impact.

Escalation Procedures

Notwithstanding all the care taken to work out a detailed plan of execution, changes do occur, more often than not, to functional requirements, priority, and architecture and to many other parameters of the project. However, such changes have to be effectively controlled so as to minimize their impact on the deliverables. That is the objective of successful Change Management.

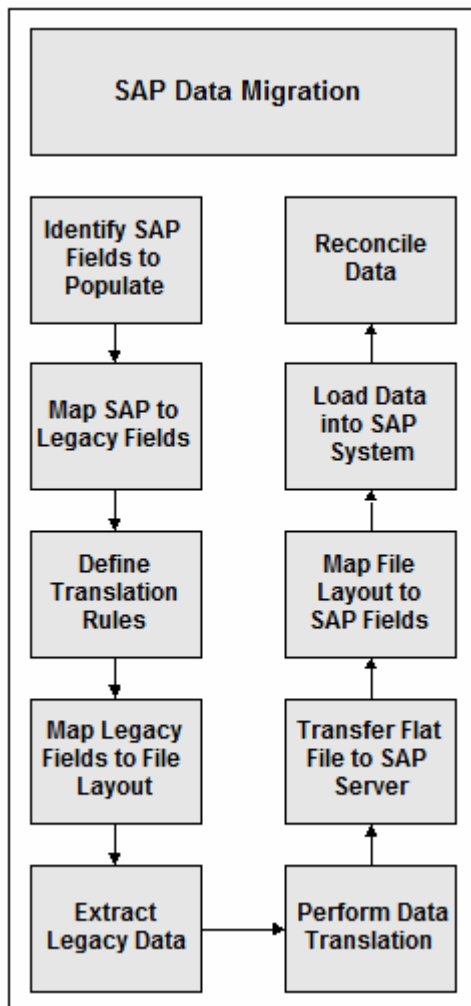
Any changes required for a frozen deliverable (component or document) must go through a formal change management procedure. They should also be logged as Change Management Requests (CMRs), for which evaluation in terms of time, cost and effort, which will be conducted jointly by Zensar and Project Sponsor.

3.9 QUALITY CHECK REALISATION PHASE

Zensar will make a thorough check of data and processes in Quality Server as per the Blue Print.

3.10 MIGRATION OF HISTORICAL DATA

Data migration process begins with the mapping and translation of existing data in the legacy systems as shown in below figure. This leads to the actual extraction of data from the current system. This extract generated for input into SAP is typically in the form of a flat file. The methodology of migration will be as below:-



3.11 INTEGRATION WITH OTHER SOFTWARE

The SAP solution has to be integrated with separate other Software Packages that Project Sponsor is currently using or is planning to use, such as MS-Project, Banking software of different Bank, Attendance Recording Solution, RFID, *Getc.*

Phase - 4

4.1 END USER TRAINING

Zensar will monitor and assist the Core team members for training the end user training

4.2 END USER DOCUMENTATION & TRAINING MATERIAL

Zensar will provide the documents and training materials for each user. However the infrastructure and printer will be provided by COMFED

INSTALLATION & READINESS OF PRODUCTION SERVER

Zensar will install the Production Server supplied by the OEM.

4.4 SET UP & CONFIGURATION

Zensar will set up and final configuration

Data Management

Data collection and preparation of data forms the crucial part of the project. The Project Sponsor shall take all steps to ensure that the data is made available to Zensar as per the requirements identified by Zensar.

- The Zensar shall assist the Project Sponsor in providing the data templates and demonstrate the process of uploading of data into the SAP System.
- The Zensar shall not be responsible to collect the data and transfer it into desired formats.

- The Project Sponsor shall take the responsibility of uploading the required master data.

The list of master data to be provided by Project Sponsors includes the follows but is not limited to:

Master Data

- Material Master.
- Customer Master.
- Vendor Master.
- General Ledger Accounts.
- Fixed Assets.
- Cost Centers.
- Bills of Materials.
- Routings
- Work centers
- Inspection Characteristics, etc

Open balances & Transaction Data

- Material opening balances.
- Open Purchase Orders.
- Open Sales Orders.
- Open Process Orders.
- Opening balances of General Ledger Accounts.
- Opening balances of Customers Accounts.
- Opening balances of Customers advances Accounts.
- Opening balances of Vendor Accounts.
- Opening balances of Vendor advances Accounts.
- Opening balances of Assets.

SYSTEM ACCEPTANCE TESTING

Prior to going live, COMFED will require a period of time to conduct a thorough User Acceptance Testing (UAT) of the Solution. This period should be sufficient to verify the Solution's operations and effectiveness. The UAT will not commence until the Implementation Partner have implemented the Solution (including installation, custom modifications, parameterizations, functional-testing and system-integration testing) at Project Sponsor.

The purpose of this activity is to complete the Integration testing and User Acceptance testing (or System Acceptance Testing) by Project Sponsor , to accept the solution. The baseline agreed and signed-off during the Blueprint phase shall be used for the testing processes. An overall duration of 2 weeks has been planned for the completion of the User Acceptance Testing by Project Sponsor.

- _ Perform Integration Testing.
- Integration Test-Plan Development
- Conduct integration testing
- Test Problem Reports (TPR) and Issue Resolution
- Integration Test Results and Acceptance Sign Off

Completion criteria:-

SYSTEM WALK THROUGH

Zensar will ensure that all servers installed are perfectly working .

4.8 GO LIVE

During the GO LIVE period entire team will stay and under this phase is to move the entire development from a project-oriented, pre-production environment to live production operation. The most important elements include setting up production support, monitoring system transactions, and optimizing overall system performance.

4.9 PRODUCTION SUPPORT

Stabilization support

The Zensar shall be responsible for Project implementation and correct & satisfactory functioning of the SAP system. The Zensar shall provide post – implementation support to the Project Sponsor to ensure the efficient day-to-day functioning of the SAP system for a period of three months (successful 3 month end closing in SAP) from Go-Live both for technical and functional. However, once the system is stabilized after one month of go live, on an average 3 consultant will stay onsite

Phase -5

5.1 POST GO LIVE SUPPORT

SAP Application Support provided to Project Sponsor immediately after go-live.

SAP Application Support will be provided during the warranty period from offshore for the implemented modules.

Zensar shall ensure satisfactory performance for a period of 2 years starting after 3 months from Go-Live (Warranty Period). Zensar will deploy 1 resource onsite during the period of Annual Support and other support services will be provided from offshore. Any issues in the performance will be monitored through Zensar help desk based in Hyderabad. Only issues pertaining to business processes which have been finalized during the Business Blue Print phase will be under warranty.

Additional issues / requirements shall be charged extra to Project Sponsor. Zensar will provide warranty support only for the implemented SAP solution and not for infrastructure (hardware, network, etc). Master data related issues will not be covered during the warranty.

Changes to reports should not have any major deviation from the Functional Requirement Specifications.

SAP Application Support provided to Project Sponsor during the AMC period (after completion of the warranty period of 3 months from the go-live date)

The scope of the Functional and Technical Support Service are as follows:-

Zensar will provide offshore Application Management Services (AMS) for in-scope SAP applications which will include:

- ✓ SAP Application User Support, Troubleshoot, Bug fix
- ✓ Enhancement/Customization, as per the agreed monthly cap
- ✓ Service Delivery Management

The incidents for in-scope applications will be reported through SAP Solution Manager

The different levels of support can be categorized as follows:

- i. Level 1 - Deals with incident/problem management (call logging, tracking, update, answering simple user queries, answering "how to" issues). The ticket logging will be done by the user through the solution Manager

- ii. Level 2 - Business process support, functional support, provide diagnosis and problem resolution for incidents caused specifically by breaks in existing functional configuration and/or existing development, and
- iii. Level 3 - Report development, customization and minor configuration support.

This excludes any code change in the product Software code. Any additional services other than mentioned above shall be provided via Appendix ...Project Change Control Procedure.

S No	Services	Type	Activities
1.	Corrective Maintenance	Incident related	For Project Sponsor's in-scope modules: Solve System error / Bug fix / System not working as spec. / Functionality that used to work does not work any longer
		Performance Related	Provide application related performance advise
2.	Preventive Maintenance	Preventive maintenance	Initiate Preventive maintenance or Permanent solution / Initiated by Zensar
3.	Expert Support	User guidance	Provide System / process training / "How-to" questions /User guidance (via phone/mail). No configuration, correction or modification of Project Sponsor's In-Scope Applications will be taken up as part of user guidance.
		Demand	Analyze change requests raised by users for enhancing the existing system/ process and propose solution with effort estimate. In case the effort is less than 16 hours, the changes approved by Project Sponsor's business owners will be scheduled for Minor Enhancement / Modifications and would be applied to the system accordingly In case the effort estimated is more than 16 hours, the demand would be treated as a separate Project. In case the effort estimated is more than 16 hours, the demand would be treated as a value added service. If the sum total person hours spent in a month on executing change requests is more than 40 hours, the additional hours of effort would be treated as value added Service.

4.	User Generated Errors	User generated Errors	Provide solution for errors caused by COMFED users.
		3rd party generated errors	Coordinate error caused by other third party, e.g. Down time of server can give error consequence. Coordinate with third party service provider to resolve the error caused by them. e.g. Down time of server can give error consequence.

Deliverables

- _ Functional Support Monthly Report on Monthly basis
- _ Problem Report on Monthly basis
- _ Solution Report on Monthly basis
- _ Response time report on Monthly basis
- Updated Functional manual on as and when applicable basis

The zensar and Project Sponsor team would jointly agree upon the template of the above reports

a) *Functional Support Services (Help Desk)*

- Maintenance of Existing Business Processes in the implemented modules
- Maintenance of Existing Programs
- Maintenance of Customized Transactions
- Providing assistance to users in addressing the problems/issues encountered on a day-to-day basis through Solution Manager

b) *Technical Support Services (ABAP – Reports/Scripts)*

- Apply changes to standard SAP programs to resolve errors
- Modifications to any custom objects
- Development of New Reports / Scripts
- Performance improvements to Custom Development Reports
- Development of New Custom objects (Programs / Reports / Transactions).
- Configuration of New Business Processes.
- Addition of New fields to the existing report, which is not feasible for modification.
- Any change in selection criteria of existing objects.
- Conversion of classical reports to ALV reports.

- Modifications on account of Legal changes by Government agencies.
- Code optimization.
- Application of SAP OSS notes as desired by functional consultants
- Debugging Run time errors in programs
- Check on ABAP dumps

The above areas of ABAP support is limited to 3 man days per month (with no carry over) and is considered as a part of the scope. If ABAP Support is required for more than 3 man days in a month, Zensar will provide the same on a time and material basis.

A maximum of 30 issues (Functional/ Technical) will be addressed by Zensar every month with no carry over. Out of these 30 issues, 6 of categories 'Very high' and 'High' will be addressed. Additional issues will be charged extra on a man day basis. This number is flexible only for the first quarter of the engagement.

The ABAP Changes shall be classified as follows based on the efforts required to modify the ABAP Objects (does not include new developments)

SI No	Object / SCR Type	No of Man days required
1	Simple	2
2	Medium	5
3	Complex	7

COMFED will raise the ticket (Software Change Request – SCR) and after discussing with Zensar team, identify the object type and allot the number of days. For any new ABAP object development, Zensar will share the efforts required for the new development and only upon approval from COMFED, development shall be initiated.

c) Basis

The following activities will fall under AMC:

- Daily, Weekly and Annual system monitoring checks for Production Servers
- Monthly system monitoring checks for Development and Test Servers

- Routine jobs (Like: CTS move, User & Profile assignment and small correction in profile)
- Client copy / system refresh (once in a year)
- SNC configuration (once in a year)

Exclusions in Basis support and Additional scope (chargeable basis)

- Support for new installations and implementations.
- Support and coordination with different project teams and vendors for the new projects /rollouts/enhancements
- Maintenance or any changes required to be made to any legacy / third party systems applications.
- Support for new DR site setup.
- Hardware / Training / Version Upgrades
- Authorization Role Creation and Modification.

AMC with additional Charges

- Training (Functional / Technical / Basis).
- Any other Service in tune to SAP based on the Client requirement (like new Plant configuration etc..)
- Providing assistance to client for the problems in the Standard SAP that needs to be addressed by SAP India / SAP AG.

Deliverables

- Problem analysis and Solution of issues.
- Reports outputs where ever required.
- Correspondence with SAP India / SAP AG.

Service Hours

The service hours covered under this proposal is detailed below:

Service	India (Mon – Fri)
Shared Help Desk (Functional/Technical)	9:00 – 18.00 hrs IST All working days excluding public holidays

In priority situations, services rendered beyond the agreed service hours will be on a chargeable basis.

Zensar will provide contact person details for interactions in case of emergency requirement beyond the agreed service hours.

B. TRAINING SCOPE

Training will need to be carried out at the following levels at COMFED by the Implementation Partner:

- Training on best practices offered by the SAP ERP Solution.
- Walk-Through of Features / Functionality offered by the SAP ERP Solution, training to Functional Team Leaders and Program Management.
- Detailed Training to all Licensed Key Users, 'Champion' Users and to the Senior Management of Project Sponsor in various aspects of procured ERP Solution and its offered features;
- Training to IT Staff of Project Sponsor for customization / development of new forms and reports, for various System Administration Tasks affecting the ERP Solution, for various Installation Services and for Data Management Activities.
- The following Training Groups of project sponsors will be trained.
 - Key Users
 - Champions
 - Middle Level Management and HODs
 - Sr. Management
 - System Administrators

Types of Training to be done by Zensar	
<i>Type of Training</i>	<i>Responsibility of</i>
<i>Pre-Implementation Training</i>	<i>Zensar</i>
<i>Product Training (Overview & Detailed)</i>	<i>-Do-</i>
<i>Technical Training</i>	<i>-Do-</i>
<i>Training for Post-Go Live Support</i>	<i>-Do-</i>
<i>Help Desk related Training</i>	<i>-Do-</i>
<i>Data Migration Training</i>	<i>-Do-</i>
<i>Change Management Training</i>	<i>-Do-</i>

Sl No	Training Group	No of people	Level	Hrs	Syllabus
1	Sr. Management	10	Overview	3 Hrs	SAP Standard
		10	Conceptual	7 Hrs	

2	Middle Management & HODs	20	Overview	3 Hrs	SAP Standard
		20	Conceptual	7 hrs	
3	Key Users	As required	Overview and Conceptual on module wise FI,CO,HR,SD, MM,PP, PS, QM, ESS etc	50 Hrs	SAP Standard/ Hands on, Lectures
4	Champion Users	20	Overview & Conceptual	16 Hrs	SAP Standard
5	System Administrators	3	Overview	4 Hrs	SAP Standard
		3	Conceptual	8 Hrs	
		3	Hands on	8 Hrs	
6.	Functional Team Leaders	20	Overview, Structure and stages of implementation	24 Hrs	Sap Standard/ Lectures
6.	Project Management Training	4	Training & Control mechanism	16 hrs	

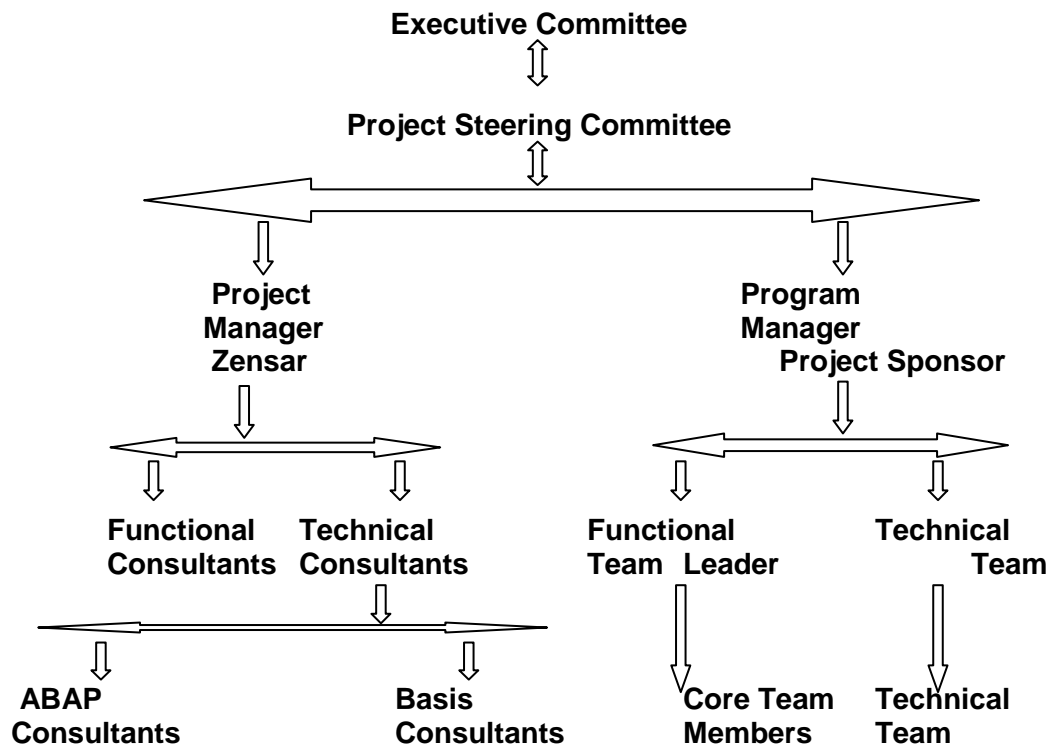
Training Module, duration and module of delivery

<i>Code</i>	<i>Broad Area of Training</i>	<i>Training Modules /Syllabus</i>	<i>Duration in days</i>	<i>Mode of delivery</i>
TC-1	Functional Team overview training	SAP Product Overview SAP Organization Structure Stages of Implementation	3 days	In-House Class Room Lectures
TC-2	Project management training	Project Management- Training Project Control Mechanism	2 days	In-House Class Room Lectures
TC-3	Product training – Functional team	Finance and Controlling Material Management Quality Management Sales and Distribution Production Planning Quality Management Human Resource and Payroll Project Systems	5 days	In-House Class Room Lectures + Hands on sessions
TC-4	Technical training – Technical team	System Administration Training Database Administration - configuration, on Sessions trouble shooting & performance tuning; Installation & application of s/w and patches, backup/restore	5-8 days	In-House Class Room Lectures + Hands on session

		ABAP (Specialized): Reports/Module Pools/Interfaces/User Exits		
TC-4A	BASIS specialized training	System Administration Training Database Administration - configuration, on Sessions trouble shooting & performance tuning; Installation & application of s/w and patches, backup/restore BASIS (Specialized)-Details mentioned in earlier section Enterprise Portal System Maintenance Procedures	5-8 days	In-House Class Room Lectures + Hands on sessions
TC-4A	ABAP specialized training	ABAP (Specialized): Reports/Module Pools/Interfaces/User Exits	5-8 days	In-House Class Room Lectures + Hands on sessions
TC-5	Data migration training	Identification of conversion objects Collection/cleaning of data System testing procedure Data Upload Data Validation process	4 days	In-House Class Room Lectures + Hands on sessions
TC-6	SAP end user training for functional users	Finance and Controlling Material Management Quality Management Sales and Distribution Production Planning Quality Management Human Resource and Payroll Project Systems	5 days 2 sessions	In-House Class Room Lectures + Hands on sessions
TC-6A	SAP end user training for ESS users	Enterprise Portal (Leave Administrations)		
TC-7	Post go live training – Core team/user champions team	SAP Configuration Training Database Administration Issues IT security issues - user id creation/password resets Periodic Progress Report for Management	5 days	In-House Class Room Lectures + Hands on sessions
TC-8	Help-desk related training – Core team/	Issue logging and tracking Classification of issues as per severity and priority.	2 days	In-House Class Room Lectures +

	user champions	Allocation and assignment of issues User communication for ETAs, S Status Resolution & Closure of issues		Hands on sessions
TC-9	Change management training	Business Process Reforms	2 days	In-House Classroom Lectures
		Leadership Training	2 days	

PROJECT MANAGEMENT TEAM STRUCTURE



Executive Committee

The Executive Committee will comprise of the followings:-
 Managing Director, COMFED
 General Manager COMFED
 Managing Director, VPMU
 Project Manager & Delivery Head, Zensar
 Sap Consultant, SAP INDIA
 Program Manager, VPMU/COMFED

Project Steering Committee shall consist of the followings:-

General Manager, COMFED
Project Manager, zensar
Program Manager, VPMU/Comfed
System Administrators, VPMU/COMFED

COMFED Project Team

The COMFED' Project Team should constitute at least the following:
Program Manager –VPMU/COMFED
Functional Team Leader (FTL)- VPMU/COMFED
Core Team members (CTM)-VPMU/COMFED
System Administrator-VPMU/COMFED

Zensar's Team

Zensar's Project Team will constitute of the Program Manager, Project Manager and a set of functional/technical consultants reporting to the Project Manager.

Deputation of Project Team by Zensar during Implementation Phase:-

Role/Module	Minimum Nos	Maximum Nos
Program Management		
Project Management	1	1
FICO	1	2
Material Management (MM)	1	2
Plant Maintenance	1	1
Sales & Distribution	1	1
PPQM	1	1
Human Resources	1	2
Technical Team	4	6

However the onsite deputation will be based on the requirement. Minimum of 6 consultant and maximum of 11 consultant will be onsite . Technical team will be Offshore and will report the Zensar Project Manager

Roles and Responsibilities

○ **Executive Committee**

The Executive Committee is responsible for providing a vision of COMFED' long-term goals and objectives and general support of the project from a company level. They will also aid in resolution of issues that cannot be resolved within the team and in general provide support to the SAP project throughout the organization.

The responsibilities also include the following:

- Allocate resources and ensure adequacy of resources as per the project requirements
- Address deviations from the project schedules
- Resolve pending and escalated issues
- Review of Project progress (periodically as required)

○ **Project Steering Committee**

The project steering committee will review the progress and make a coordination work between Zensar & Project Sponsor. The PSC will address the day to day problems and will coordinate with Executive Committee.

○ **Project Team**

The Project Sponsor's implementation team will be made up of key team members from your organization. Zensar strongly recommends that the core team be dedicated full-time to the project. Additionally, there will be an extended team of users that will be available on a 20% as-needed basis to provide specific subject matter expertise.

Project Manager/ Coordinator

Project Sponsor will provide a full-time Program Manager. The Project Sponsor Program manager will have primary ownership of the project deliverables and will provide day-to-day direction to the project team. He will also be responsible for maintaining the project plan, streamlining resolution of issues and communicating the project status to the Executive committee. In general, the COMFED Project Manager will provide overall project management for the implementation as well as play an active role in the integration between the individual teams.

- Responsible for project execution at operational level
- Coordinate and Allocate specific resources
- Monitor the project closely with Zensar's Project Manager
- Administration activities such as environment, hardware, software resources
- Formal communication of all decisions to Zensar team including decisions relating to change management
- Project progress reporting to management

Functional Team Leaders

- Single Point Contact for the specific module represented
- Co ordinates with Functional Consultant
- Understands the module represented in terms of
- Current work flows, processes and policies
- Specific MIS and analytical requirements
- Provides time slots as needed for each phase of implementation
- Authorizes the requirement details and business solution designs/processes
- Is responsible for the sign offs at the end of each phase of the project

The functional / IT team needs to have experience in the following skill-sets:

- Planning expert
- Buying/Supply chain, Distribution
- Commercial (Accounts)
- Corporate HR
- Commercial (Costing/Budgeting)

Zensar Project Team

All members of the Zensar Project team will be full-time for the project. Their roles by phase will be as follows:

- Project Preparation
This phase is primarily the responsibility of the COMFED' Project Manager as described above. COMFED' Project Manager will be interacting with Zensar's program manager and project manager
- Business Blueprint
During this phase, COMFED management and the respective project teams will be responsible for attending the executive overview meeting and the business process review meetings. They will be responsible for providing information concerning business policies and making decisions concerning future business processes. COMFED will also be responsible for the approval of the Business Blueprint.
- Realization (Product Configuration and customization))
The COMFED core project team will be responsible for defining exception conditions for each business process and defining the integration testing

scenarios. The respective project teams and the appropriate management team will review and approve the simulated business processes. The team also would be involved in documentation of user procedures and development of end-user training. Zensar's project team will be responsible for training the trainers.

- Final Preparation & Go-Live

During Final Preparation, the COMFED core project team will execute the integration test and prepare for cutover. They will also be responsible for training the end-users.

- Support

After going-live, COMFED will verify the accuracy of the productive system and provide application support. Any formalized Help Desk will be the responsibility of COMFED

Delivery Head -Zensar

- Overall in-charge of Project delivery
- Initial escalation path for any issues related to project activities

Project Manager - Zensar

The primary role of the Zensar's Project Manager is to assist the Project Sponsor Project Manager and to manage the consulting services provided. Other activities include scope definition; development of the project plan and training schedule, attendance at Executive committee meetings, acquiring additional SAP trained resources, etc. This assignment in no way eliminates the need for Project Sponsor to appoint a dedicated, full-time project manager.

- To act as single point contact with Project Sponsor Program Manager
- To ensure that tasks are being performed as per the project schedule
- To sort out deviations from the project plan (schedule, scope etc.) with Project Sponsor Program Manager
- To allocate and review tasks to implementation team
- To prepare project progress review reports
- Discuss and Finalize Project Schedule and Identified Mile Stones
- Agree on Project Progress Review Mechanism

Functional Consultants- Zensar

- Ensures that all business processes are properly mapped and tested to meet the Project Sponsor's specific functional requirements.
- He will be responsible for coordinating project activities with other team members, completing status, communicating status, escalating issues as and when necessary to Project Manager
- Developing acceptance test cases specific to Project Sponsor's business requirements
- Preparing the training material

Completion Criteria: The minimum number of manpower deployment at particular point of time shall not be less than to 6 No, however Zensar shall ensure sufficient manpower deployment for timely completion of work order. The Zensar shall ensure at least 30% of manpower should be SAP Certified. A copy of profile of the people is to be submitted to Project Sponsor.

C. PROJECT CONTROL

Ongoing control of the project will be based on the following key elements:

- monitoring progress against a project plan baseline and deliverable schedule
- Regular, formal management reporting
- Formal problem reporting
- Formal change control procedures

Monitoring Progress against the project plan Baseline

A detailed project plan will be prepared by the Zensar Project Manager in consultation with the Project Sponsor's Program Managers to form the basis of the actual project work plan. This will form the baseline against which the project is tracked and controlled. The plan defines a work breakdown structure to individual task level and resource assignments required to complete the tasks.

Zensar and the Project Sponsor's Program Managers are responsible for monitoring progress against this plan and updating the plan based on actual progress, estimates to completion for planned tasks. Actual progress will be based on identifying task and milestone completion.

Management Reporting

The Project Sponsor's Program Manager & Zensar Project Manager will be responsible for preparation and presentation of regular project progress reports to the Senior Management. The following information should be included:

Work progress summary

□ Zensar's Project Lead will provide the progress status of deliverables that are undertaken by Zensar's Consulting Team, while the Project Sponsor's Program Manager will do the same for their Project Team.

- Resource status
- Issues influencing progress, actions required and impact assessment
- Contingency work plans, when they arise
- Project Problem Report log.
- Status of Deliverables and Sign Off

The Project Managers are also responsible for preparing and presenting progress reports to the Project Executive Committee if required, covering their areas of responsibility. These reports should also be brief, factual, accurate, issue and exception oriented.

Project Problem Reports

A simple form based procedure will be initiated at the commencement of the project to log, track and resolve all problems and issues that arise during the course of the project. Project Problem Reports may be raised by any member of the project team and relate to any aspect of the project. They must be reviewed by a Project Manager or delegated person before being logged. Examples include:

- Application software problems/errors
- Uncertainty over user or business requirements
- Alternatives for meeting user or business requirements
- Disagreement between project team members
- Schedule/resource problems
- Changes to project scope.
- Project problems and/or issues logged through this procedure may be addressed in a number of ways. Examples include:
 - Reporting of a software problem to SAP Technical Support
 - Evaluation of options to meet a particular business requirement.

Zensar & PSPM will have overall responsibility for ensuring that all Project Problem Reports are reviewed, prioritized, actioned, monitored and resolved. The Project Managers will be responsible for maintaining the Project Problem Reports' log. Project Manager could use the log on an ongoing basis after completion of the project as part of any internal support arrangements.

Change Management Procedures

Notwithstanding all the care taken to work out a detailed plan of execution, changes do occur, more often than not, to functional requirements, priority, and architecture and to many other parameters of the project. However, such changes have to be effectively controlled so as to minimize their impact on the deliverables. That is the objective of successful Change Management

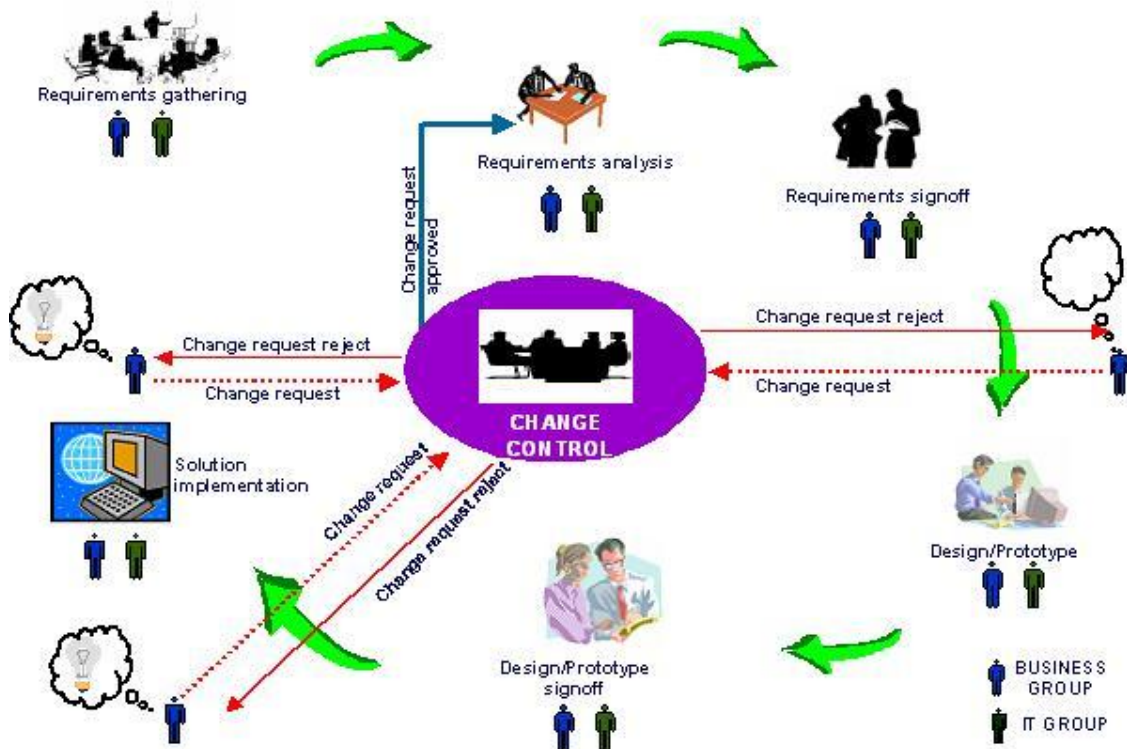
Any changes required for a frozen deliverable (component or document) must go through a formal change management procedure. They should also be logged as Change Management Requests (CMRs), for which evaluation in terms of time, cost and effort, which will be conducted jointly by Zensar and COMFED.

If there is any undue delay in clarifying queries or resolving issues, which is the responsibility of COMFED, a CMR will be raised and the appropriate cost and schedule impact will be notified to COMFED. Either COMFED or Zensar may raise the CMR.

Zensar recommends a joint approach to controlling the changes to project scope. A Change Control Board (CCB) shall be nominated which will review and approve any changes.

Change-requests shall be routed through a Change Management Requests (CMRs) once the Requirements are completed and signed. All requests for change shall be logged in Issue Tracking System with an issue type "Change Request". Once logged, the changes are evaluated and ratings assigned. Prior to making any change it should be evaluated and if major, the change should be discussed and approved by the Change Control Board. Minor changes should be made only after explicit approval of onsite / offshore Project Coordinators or Customer Project Coordinator.

The figure below illustrates the Change Request Procedure:



D. PROJECT ESCALATION PROCEDURE

The following procedure will be followed if resolution is required to a conflict arising during the performance of this SOW. When a conflict arises between Project Sponsor and Zensar the project team member(s) will first strive to work out the problem internally.

Level 1: If the project team cannot resolve the conflict within two (2) working days, the PSPM and Zensar Project Manager will meet to resolve the issue.

Level 2: If the conflict is not resolved within three (3) working days after being escalated to Level 1, the Project Steering Committee will meet to resolve the issue.

Level 3: If the conflict remains unresolved after Level 2 intervention, resolution will be addressed in Executive Committee.

Level 3: If the conflict remains unresolved after Level 3 intervention, resolution will be addressed in accordance with the terms of the Agreement.

In case of any dispute resolution, the payment will be released only after the same is resolved to the satisfaction of the Zensar and PSPM and /or the respective Executive Sponsors, as the case may be.

During any conflict resolution, Zensar agrees to provide services relating to items not in dispute, to the extent practicable pending resolution of the conflict

GENERAL REQUIREMENTS

- (a) All your personnel will be subject to routine physical search and checking of Identity Cards at any time during the deployment.
- (b) During the engagement of Contracts, if anybody gets involved in any police case or gets himself involved with quarrel with Project sponsor employees or other contractor's workmen engaged in Project Sponsor's place of business, his entry permit will be withheld forthwith.
- (c) A certificate from the IP , clearly endorsing that characters of all his employees have been duly verified and found to be satisfactory be submitted to Project Sponsor at the time of making gate Pass.
- (d) Photo Identity Card /Gate Pass as required by COMFED & Patna Dairy will be arranged by the contractor for his employees at his own cost.
- (e) No workman of the contractor will be allowed to join or participate in any Gate Meeting/ Demonstration inside or at COMFED & Patna Dairy Gate.
- (f) During the course of engagement with COMFED, if any individual's character is found to be not satisfactory, on verification of specific complaint received, entry permit will be withdrawn forthwith. Entry / Exit will be allowed only in presence of proper Supervisory staff of the contractor. No workman of the contractor will be allowed to loiter around in the yard leaving the specified space of work.
- (g). One fully responsible and qualified Site In-Charge has to be posted at the site during progress of work.
- (h) The IP will ensure that no damage is caused to the materials, equipment or any other property of COMFED & Patna Dairy due to negligence and /or any reason whatsoever by the Contractor's men.
- (i). For any exigencies and for stock taking or for any other reason deemed valid by COMFED, COMFED reserves the right to suspend the work as required, without any compensation to the contractor

Appendix-1

E. BUSINESS PROCESS REQUIREMENT

The Zensar shall make a thorough study of the following business processes.

Department	Business Processes
Procurement	Can Reception of Buffalo, Cow Milk and Mixed Milk Bulk Mixed Milk Reception in Tankers- Weighment & Testing Recording of timely / late arrivals of procurement vehicle Recording of head loads, receipt of sour milk/ curdled milk

	<p>Recording of cans returned Recording of MBT time of each route, Bacteriological test records, Society information – Block, District, Type, Registration, Election, Name of Members and Other related data Milk Bill Processing Milk Procurement Laboratory Testing Billing of milk received. MIS & other allied activities. Deduction of Technical inputs/ Stores Materials/ Cattle Feeds Supply/ other Inputs etc. Deductions of UTI Pension Scheme/ Loan Payment/ other Schemes Provision for direct remittance to DCS members through designated bank</p>
<p>Production Function – Dairy Plant</p>	<p>Manufacturing process and other allied activities Liquid Milk Receiving- Quantity/ FAT %/ SNF % Milk Processing & Storage in Silos. Temperature Control in different Silos Liquid Milk Packing/ Bulk milk dispatch Curd production & packing Butter milk production & packing Table Butter Manufacturing Ghee Manufacturing and different type of packing Ice cream manufacturing and different type of packing Conserved Commodities like SMP/ WMP/White Butter Man manufacturing and packing UHT milk manufacturing and packing. Peda / Kalakand Production and packing Flavoured Milk/ Sterilized Flavoured Milk Other type of product manufacturing/ packing losses Setting the standard output and actual output production yield Setting the provision of standard production losses and actual losses Setting the consumption pattern of different ingredients used for different type of products. Setting the control procedure of all manufacturing cost component.</p>

Cattle Feed Plant	<p>Least cost mix preparation with desired food value, Grinding of different ingredients of raw materials Production planning, Stacking of Grinded materials Batch Mixing off grinded materials Molasses Mixing Steaming of mixed materials Roller pressing for palate manufacturing Cooling of palates Finished Goods packing</p>
Material Requirements Planning	<p>Production Planning and Control Function Yearly, Monthly & Daily Plans of raw milk, chilled milk, conserved commodities i.e. SMP/ WMP/White Butter etc. Flow/ Stock Transfer of chilled/ Pasteurized Milk in SMG/ NMG. Availability of stock, purchase Comparison against targets MIS & Reporting MIS and Reporting activities at production units Daily Stock Consumption, Balance and Requirement</p>
Plant Maintenance	<p>Maintenance of Master Data Management Preventive Maintenance Planning, scheduling Maintenance order creation, confirmation, costing and settlement (Planned, Emergency & Unplanned) Breakdown Maintenance Log Book & History Book of each machine Inventory Management of spares including critical spares/ Lubricants etc. Power & Fuel consumption report Dairy Plant Management Report, MIS and Reporting</p>
Sales and Distribution	<p>Sales Order Management – Inquiry, Quotation, Order, Delivery and Billing Pricing, Indian Taxation Customer credit management Transportation Management Sales Reporting Areawise, distributorwise, productwise, manufacturing unit</p>
Planning	<p>Monthly & Yearly Plans Comparison with targets Reports</p>
Materials Purchase and Stores	<p>Setting the standard purchase procedure & rules. Procurement of items/ services planning:- Vendor Master Management and Vendor Rating Indents, Verification of stock in hand, Administrative approval of the competent authority.</p>

	<p>Preparation of specification of items , approval of specifications of items by the competent authority, Administrative approval of GO AHEAD by the competent authority, Preparation of tender enquiry/ documents. Opening of Technical Bid, compare and recommendation of technical bidders, approval by the competent authority. Price Bid Opening scheduling, comparative, recommendation of purchase committee members, approval of the competent authority</p> <p>Purchase Order Management: Preparation of Purchase Order- Auditing- Issuance of P.O. Scheduling of Agreements/Contracts/Purchase Orders Inventory Management – Preparation of Goods receipts Note(GRN) , issues/ Consumption Note Preparations of variance in supply of items, damages, scrap etc. Issuance of Quality of material certificate, Installation certificate etc Invoice verification : (Bill Passing) Stock Transfer CENVAT - related transactions and registers, VAT Local / Emergency Purchase Batch Management/ Service Procurement MIS</p>
Quality	<p>Inbound Quality Management Preparation of QM Masters – Plans, Inspection Characteristics In process Quality Management : testing of milk receipt Lab Report Quality Control and Laboratory Functions</p>
Finance Accounting and Costing Department	<p>Maintenance of General Ledger Accounts Receivable Accounts Payable Employee Accounting Payroll Accounting Recurring Expenses Module- Creation of vouchers/ approval/ payment of cash vouchers Management Accounting: Costing, Profit Centre Accounting Invoice verification and payable to vendors Aging of invoices and tracking of payments released Cheque processing and printing Fixed Assets Accounting, Depreciation Calculation Depreciation cycles for the assets Cash and Bank related transactions and reconciliation Ageing of receivables Consolidation of Different Divisions Product Costing WIP Management and Settlement Revenue & Capital Budgeting</p>

	<p>Monthly, Yearly Closing Creating, monitoring creation of cost center plans and actual expenses Balance Sheet & Profit and Loss Statements Consolidation /Integration of unit accounts</p>
Human Resource	<p>Personnel Management and Organizational Management Recruitment/ Seniority/ Promotion/ Transfer Management Payroll Management Leave / Leave Encashment Management Service Book Management Tracking of critical illness medical bills reimbursement Pay Fixation Management Maintenance of Contributory Provident Fund, Insurance Scheme, Pension Schemes contribution Gratuity & other retirement benefits payments management etc General administration</p>
Training	<p>Development of annual training program with daily & monthly break up Development of training course materials Tracking of persons trained and Maintenance of data for resource person for teaching/ training Hostel management- Booking, occupancy, mess management etc. Development of meeting schedules Billing of training cost Creation of training wise quotes Feed back of training classes</p>
Civil	<p>Creation of proposal for civil work requirement Initial approval of Go AHEAD by the competent authority Preparation of item wise estimates, Update/ revision of state govt's scheduled rates from time to time and market rates Technical sanction of the estimates by the competent engineer Administrative approval of the competent authority Preparation of BOQ and tender terms – Advertisement of tender Technical bid opening- comparative preparation as per tender terms, recommendation of works committee for price bid opening Price bid opening scheduling, comparative cost preparation, variation in scope of work if any,</p>
MIS Reporting and	<p>Key summary reports in Sales, Materials, Production,</p>

Month End	Costing, budgeting, Quality, Finance, Quality & Plant Maintenance
-----------	---

The functional specification of various modules will be as follows:-

1. Milk Procurement: - Capturing the all data related to dairy co-operative societies, their Membership, registration, election, audit etc. Capture the quantity of milk received from the DCS in the dairy/chilling centre/bulk cooler and compute payment based on pricing method. While making payment, deductions for supplies of materials and services is also to be done, Capturing data related to technical inputs program, training of DCS members, vehicle maintenance, infrastructure details etc. and generation of reports on various parameters.
2. Sales and Distribution: - Supply of milk and milk products against indent and advance Payment and keeping track of status of supplies, maintaining record of goods in various Warehouses and process movement within the warehouse as well as from producing/manufacturing dairy plants. Invoicing, Mode of product delivery management. Creation of sales forecast and plan, generation of reports on various parameters.
3. Production :- Production Planning for milk and milk products, production planning keeping in view the capacity utilization and capacity constraint, comprehensive material requirement planning, calculation of production efficiency and wastage, demand planning and sales forecast model, long term and short term production planning. Plant maintenance, creation of daily and monthly maintenance activity, breakdown maintenance, unplanned maintenance, generation of required reports.
4. Planning: - Preparation of organization plan for the year and monthly plan. The plan shall cover all the unions and units of Comfed and the achievements to be compared with the targets set. Generation of reports on shortfalls etc.
5. Material Management: Capturing material requirement, planning for receipt of material. Online stock maintenance and valuation, online vendor evaluation, determining scope of supply by selected vendor, monitoring of receipts and issues, receipt of goods in the warehouse, verification of accuracy and validity of purchase invoices against orders and goods received. Post invoice processing. Generation of reports.
6. Quality Management: Automatic creation of inspection lots, online result recording of inspection lots, online approval and result recording, maintenance of inspection results, quality information record , quality notification, certificate and stability report.

7. Costing: - Maintenance of costing records and reconciliation with financial records, product costing – material, processing cost, overheads etc., Direct and indirect costing, profit centre management etc. Generation of reports.
8. Finance :- Maintenance of books of accounts, payment to DCS, financial accounting as per statutory requirements, management accounting through efficient financial budgeting, consolidation of group accounts, treasury/ cash management, cash flow, fund flow, investment and loans, investment management, payment to DCS and suppliers / staff, audit and compliance. Management of tax deductions and deposits.
9. Human Resource & Administration including payroll: - Employee requirement and recruitment, maintenance of personal records, leave application sanction, leave due maintenance, Attendance recording, Absentee management, transfer and postings etc. Preparations of salary of employees and payment thereof, maintenance of records, pay slip, payment advice, deductions like income tax etc.
10. Projects: - Capacity planning, Cost planning, budget management for the project, availability control, project planning, status of completion of projects and maintenance of schedule, payment to contractors and suppliers, generation of reports on various aspects.
11. Training: - Management of training centre situated at Comfed hqr, program and course schedules, participant details, mess management, hostel management, schedule of other meetings in the conference room etc.

Note : (1) In addition to above, it may be noted that at Comfed hqr planning and management related Activities are undertaken, so the modules for hqr are to be customized accordingly to give information in the desired way to be used for planning and management purposes.

(2) The implementation shall cover cattle feed plant of Patna Dairy also. The production process of Cattle feed is different and package shall be customized for its use in both milk/milk products and cattle feed.

(3) The details given are indicative. When detailed system study will be done by the firm, additional components may be required to be customized within the broad scope of work mentioned above. No payment will be released separately for this work

PROJECT PHASE WISE DELEIVERABLES

Mile-stone	Deliverables from Zensar	Prerequisites from COMFED
1:Project Preparation <ul style="list-style-type: none"> • Defining Project goals and objectives • Preparing the Project organization and standards 	<ul style="list-style-type: none"> ▪ Project Charter Document- Mission, Goals, Objectives ▪ Detailed Project Organisation/ Structure 	<ul style="list-style-type: none"> ▪ Set-up of Project Infrastructure ▪ Identification of Core Team Members as

Mile-stone	Deliverables from Zensar	Prerequisites from COMFED
<ul style="list-style-type: none"> • Defining the implementation strategy • Defining the overall Project schedule and implementation sequence • Establishing the Project organization and committees • Preparing the Project charter • Identifying and Assigning resources for SAP and Customer • Technical requirements planning for development servers and PCs for the Project team • Prepare executive kick-off meeting 	<p>Chart</p> <ul style="list-style-type: none"> ▪ Detailed Project Plan/Schedule ▪ Detailed Implementation strategy ▪ Project Quality Management plan ▪ Project Risk Management Plan ▪ Project Escalation Procedures ▪ Project Change Management Plan ▪ Detailed Resource Deployment Plan ▪ Enterprise Scope Document ▪ Training for core team members based on project scope and Customer Requirements ▪ Project Infrastructure requirement Plan- all locations- Detailed Technical requirement of server, PCs, net workings, data connectivity & other dependencies; ▪ Prepare Executive kick-off meeting 	<p>per detailed resource deployment plan</p> <ul style="list-style-type: none"> ▪ Deployment of core team members on full-time basis to project. ▪ Signed Agreement ▪ Identification of Data Management team ▪ Identification of ABAP team. ▪ Formation / Identification of Executive Committee, Process Owners, Project Sponsor, Executive Committee and Change management team ▪ Project Charter

Mile-stone	Deliverables from Zensar	Prerequisites from COMFED
<p>2:Business Blueprint</p> <ul style="list-style-type: none"> • Define the Baseline scope <ul style="list-style-type: none"> • Refine the overall Project schedule and implementation sequence • Develop System Environment - Install Development System • Sizing documents of Quality and Production Server • Define Business Organization Structure • Business Process Definition / Documentation and sign-off • List Forms, Reports, Layouts, Enhancements, Conversions, etc. 	<ul style="list-style-type: none"> ▪ Final detailed enterprise scope document ▪ Development System Set-up (RDBMS installation, SAP system, SAPGUI installation only at deployment site) ▪ Development System Operating Procedures ▪ “To-Be” Business Blueprint Document ▪ SAP Organization Structure definition document ▪ Codification strategy document ▪ List of interfaces ▪ Data Migration strategy ▪ Base Data preparation strategy ▪ Testing Strategy document ▪ ABAP development standards and guidelines ▪ Final project plan ▪ Training Strategy for power users 	<ul style="list-style-type: none"> ▪ Sign-off on all deliverables of Project Preparation Milestone ▪ List of Reports and Layouts ▪ Data Management Training ▪ ABAP Training ▪ Master Data Collection ▪ Master data upload ▪ Production Server Sizing detailed questionnaire to be filled and submitted by Customer ▪ Core Team Training (Functional) ▪ Hardware and Infrastructure for Development Environment ready ▪ AS-IS Business Blueprint ▪ Sign off To Be ▪ Business Report requirements and criticality of these reports

Mile-stone	Deliverables from Zensar	Prerequisites from COMFED
<ul style="list-style-type: none"> Quality check Blueprint phase 		
<p>Milestone 3 Realization</p> <ul style="list-style-type: none"> Baseline Configuration and Confirmation Develop System Environment - Install Quality Assurance System Final Configuration and Integration Testing Technical System Management, Install Training Systems Develop Enhancements, Create Reports, Create Forms, interfaces, conversions Establish Authorization Concept End User Documentation and Training Material Organizational Change Management Quality check 	<ul style="list-style-type: none"> Organization Structure Configured BPML Global Settings completed Base-Line Configuration (as per BPML) completed Unit Test Plans and Procedures Unit Testing cases and results Final Configuration completed End user training strategy and plan Integration Test Procedures Integration Test results Completed data conversion programme Manual data transfer procedure Completed interface programme Enhancement Programmes developed Draft Cut over plan 	<ul style="list-style-type: none"> Sign-off on Deliverables of Business Blueprint Milestone Hardware and Infrastructure for Training Environment Established Authorization procedure and management Identification and deployment of Customer Power users and Customer Master Data Management Team Identification of Customer Technical team (Legacy and third party systems) Integration Test Plans Integration Test cases Sign-off on deliverables of Base

Mile-stone	Deliverables from Zensar	Prerequisites from COMFED
Realization phase		<p>line configuration milestone</p> <ul style="list-style-type: none"> ▪ Customer Powers Users are trained ▪ Identification of business roles and business authorization profiles ▪ Data for testing ▪ Joint responsibility for test scenarios, test scripts and testing
<p>Milestone 4: Final Preparation</p> <ul style="list-style-type: none"> • End User Training • Installation and readiness of Production server • Data Migration and Cut Over • Establish internal help desk 	<ul style="list-style-type: none"> ▪ Go-Live and Cutover plans ▪ Production System Set-up ▪ SAP System Operating Manual for Basis administration ▪ Production support (internal helpdesk) plan ▪ User IDs and authorizations created ▪ Customizing setting & repository object transported from Dev to Production System ▪ Scheduling for execution of Conversion programmes 	<ul style="list-style-type: none"> ▪ Sign-off deliverables of Realization milestone ▪ Identification and deployment of Customer team for association with end-user training ▪ Training Infrastructure (rooms, PCs, Connectivity, projectors, etc.) at locations commissioned ▪ Identification of users mapped to business roles and business authorization profiles ▪ Production system

Mile-stone	Deliverables from Zensar	Prerequisites from COMFED
		<p>procured, commissioned and OS Installed</p> <ul style="list-style-type: none"> ▪ Stress and Volume Test completed (by hardware provider) on production system ▪ Connectivity to all identified go-live sites established and tested ▪ Requisite hardware (PC, Printers, Routers, LAN, etc.) and software (MSOffice, Antivirus, SAPGUI, etc.) are installed and tested for all end-users
<p>Milestone 5: Go-Live & Support</p> <ul style="list-style-type: none"> • Production Support • Post Go-Live Activities 	<ul style="list-style-type: none"> ▪ Transaction processing in production system monitored and report on observations ▪ Issue arises during & after go live are documented, assigned & resolved 	<ul style="list-style-type: none"> ▪ Sign-off on deliverables of Final Preparation milestone ▪ Completion of End User training ▪ Conversion programmes executed, master and cutover data transferred to productive system, validated

Mile-stone	Deliverables from Zensar	Prerequisites from COMFED
		<ul style="list-style-type: none"> Manual entry data from legacy system entered into production system where applicable and validated

CHANGE REQUEST FORMAT

Appendix-1

CHANGE REQUEST NOTICE PART 1 – VARIATION REQUEST	
Reference Number	Version Number
Source of Variation <input type="checkbox"/> "The Client" <input type="checkbox"/> Zensar	Date Raised
Requester	Sponsor
Description of Variation	
Documents Affected <input type="checkbox"/> Agreement <input type="checkbox"/> Work Contract	

Document Title	Document Reference	Version
Attachments <input type="checkbox"/> Yes <input type="checkbox"/> No		
Attachment Title	Attachment Reference	Version
Rationale and Impact		
Impact if not Resolved		
<i>(To be completed by Zemsar)</i>		
Estimated Effort (days) to Complete Part 2 `Impact Analysis` (Days)		
I confirm that “The Client” has formally approved the estimate to complete Part 2 `Impact Analysis` “The Client” Contract Authority Signature		

Reference Number	Version Number

Financial Basis	<input type="checkbox"/>	Fixed Price
	<input type="checkbox"/>	Time and Materials with Incentives
	<input type="checkbox"/>	Time & Materials
Cost Variation Description		
	Change Requested	
Man-days		
Estimate or Fixed Price (INR)		
Other Expenses (INR) <description>		
Total Estimate or Fixed Price (INR)		
Revised Contractual Dates		
Revised Planned Dates		
Risks		
Scope		
Impact on "The Client" and "The Client's" Obligations		
Impact on Zensar and Zensar's Obligations		
External Impacts and Responsibilities for Managing them		
Impact Analysis Author		

<p>I confirm that Supplier has formally approved this Change Request Notice</p> <p>Zensar Contract Authority Signature</p>	
--	--

Reference Number	Version Number
<p>“The Client” Decision <input type="checkbox"/> Approved</p> <p><input type="checkbox"/> Refused</p> <p><input type="checkbox"/> Postponed</p>	
Reason if not approved	

Appendix-A

Professional Charges towards Implementation of SAP at Client.

Professional charges for the Implementation including customization of Modules <ul style="list-style-type: none">• <i>Financial Accounting</i>• <i>Controlling</i>• <i>Sales and Distribution</i>• <i>Materials Management including customized Milk procurement</i>• <i>Production Planning</i>• <i>Quality Management</i>• <i>Project System</i>• <i>Logistic Execution</i>• <i>Human Resources and Payroll</i>• <i>DMS module</i>• <i>Business Intelligence</i>• <i>Enterprise Portal</i>	INR 96,18,160/- (Rupees Ninety Six Lakhs Eighteen Thousand One Hundred and Sixty Only)
Support Cost (First year)	INR 24,26,600/- (Rupees Twenty Four Lakhs Twenty Six Thousand and Six Hundred Only)
Support Cost (Second year)	INR 25,36,900/- (Rupees Twenty Five Lakhs Thirty Six Thousand and Nine Hundred Only)

Appendix-B

Module wise activity required to be configured by Zensar to meet the relevant existing business process

	Activity	SAP Module	Major process/Activities involved
	Material Management	Material Management (MM)as	<p>Master Data</p> <p>Material Types.</p> <ul style="list-style-type: none"> ▪ Material Grouping. ▪ Material Valuation. ▪ Storage Details. <p>Vendors</p> <ul style="list-style-type: none"> ▪ Classification (if any). ▪ Partner Functions. <p>Service.</p> <ul style="list-style-type: none"> ▪ Service Specifications. <p>Purchase Information Record</p> <p>Source List.</p> <p>Material Master.</p> <p>Quota Arrangement</p> <p>Material Ledger.</p> <p>Excise Master Data.</p> <p>Vendor Evaluation</p> <p>Purchasing Process</p> <ul style="list-style-type: none"> • Defining General Principles • Purchase Requisition. • Defining Administrative Approval Process • Request for RFQ/ Quotation Processing • Defining Vendor Evaluation • Defining Approval Process.

			<ul style="list-style-type: none"> • Purchase Order Processing • Blanket Order Processing • Stock Transfer Order Processing • Consignment Stock Procurement • Subcontracting Procurement • Third Party Procurement • Contract Creation and Management • Scheduling Agreement. • Provision of Components. • Tracking of purchases <p>Inventory Management</p> <ul style="list-style-type: none"> • Goods receipt & Quality Check • Goods Issue • Batch & Serial Number Management • Stock Overview and tracking • Stock Transfer and Transfer Posting • Reservation • Inter plant Stock Transfer • Inter Unit Stock Transfer • Return Delivery to Vendor <p>Business Scenarios</p> <ul style="list-style-type: none"> • Procurement of stackable materials. • Procurement of non-stockable materials. • Procurement of Services. • Procurement of Sub-contracting. • Procurement of imported materials. • Procurement of Assets. • Interplant stock transfers. • Physical inventory process. • Return Delivery to Vendor. <p>Logistics (General) Logistics Information System</p>
--	--	--	--

			<p>Material Requirement Planning</p> <ul style="list-style-type: none"> • Consumption based Planning • Material Requirement Planning <p>Invoice verification</p> <ul style="list-style-type: none"> • Basic Invoice Verification • Variances & Blocking Reasons • Invoice Reduction • Debit/ Credit Memo Generation • GR/IR Account Maintenance • Invoice verification in Background • ERS and Invoicing Plan <p>Physical Inventory</p> <ul style="list-style-type: none"> • Periodic & Continuous Physical inventory • Cycle Counting • Sampling • Inventory Valuation <p>External Services Management QM in MM Warehouse Management Transport Logistic Management ZENSAR own Dairy vertical System</p>
	Production Planning	Production Planning (PP)	<p>Master Data</p> <ul style="list-style-type: none"> • Materials Master • Work Centers. • Bill of Materials. • Routings. • Classifications <p>Sales & Operations Planning</p> <ul style="list-style-type: none"> • Flexible planning (LIS) (standard) • Standard sales and operations planning (standard) • Transfer of results to Demand Mgmt [planning variants on basis of characteristics] <p>Forecasting</p> <p>Evaluations logistics information system Demand management</p>

			<p>Long Term Planning</p> <p>Master Production Scheduling</p> <ul style="list-style-type: none"> • MRP Planning File Entry • Master Production Scheduling - Total Planning • Master Production Scheduling - Single-Item • Master Production Scheduling - Interactive • Master Production Scheduling - Evaluation <p>Material requirements planning</p> <ul style="list-style-type: none"> • Material requirements planning entry (standard) • Processing planned orders [market-based planning] • Planned order processing [make-to-order planning] • Material requirements planning - total planning • Material requirements planning - interactive • Material requirements planning - single-item • Material requirements planning - evaluation • Material requirements planning - sales order-specific • Converting planned orders [Logistics: Planning] • Evaluations: Logistics Information System [Logistics planning] <p>Capacity Planning</p> <ul style="list-style-type: none"> • Capacity Evaluation • Capacity dispatch & Levelling <p>Production Execution</p> <ul style="list-style-type: none"> • Production Order Creation • Material Staging • Production Confirmation • Goods Issue to Production • Quality Inspection in Production • Quality Inspection in Production with Inspection Points • Quality Inspection on Goods Receipt from Production <p>Repetitive Manufacturing</p> <ul style="list-style-type: none"> • Master Data for RM
--	--	--	--

			<ul style="list-style-type: none"> • Classification • Work center processing • Task list processing • BOM processing • Run schedule header processing (repetitive manufacturing) • Production cost collector processing (standard) • Material staging • Production execution and actual data creation • Production (with RS quantities) [Repetitive Manufacturing] • Final backflush • Collective entry of actual data • Goods issue backflush • Activity backflush • Quality inspection after production • Inspection lot creation for goods receipt from production • Lot-based results recording • Post-production inspection lot completion • Defects recording • Direct activity allocation (QM) <p>Process Oriented Production</p> <ul style="list-style-type: none"> • Master Data for Process Industries • Classification • Resource processing • Task list / Master Recipe processing • BOM processing • Capacity evaluation [PP] • Capacity leveling [Access using capacity planning menu] • Capacity leveling [access from process] • Process management • Control recipe creation • Control recipe dispatch • PI sheet processing • Process Order Processing with Distributed Control System • Create process message • Process Message Processing and Dispatching • Process order creation • Processing planned orders [production with process orders]
--	--	--	---

			<ul style="list-style-type: none"> • Conversion of planned orders [production with process orders] • Material requirements planning - evaluation • Process order creation (without link to sales order) • Process order processing [process industries] • Process order release • Process order preliminary costing • Material staging • Process order execution • Process order execution [Reg. production] • GR processing from production [production process w/o MTO] • Goods issue for process order [reg. prod.] • Partial confirmation of process order • Final confirmation of process order • Processing actual cost calculation (standard) • Process order completion • Order Record Simulation & Archiving • Batch Record - Header Record Processing • Batch Record - Header Record Processing • Batch Record Authorization • Batch Record Archiving • Process order archiving / deletion
	Quality Management	Quality Management (QM)	<p>Master Data</p> <ul style="list-style-type: none"> • Master inspection Characteristics (Qualitative and Quantitative). • Inspection plans. <p>Business Transactions</p> <ul style="list-style-type: none"> • Results recording. • Usage decision. <p>Business Scenarios</p> <ul style="list-style-type: none"> • Goods receipt inspection from vendor.

			<ul style="list-style-type: none"> • In-process Inspection. • Goods receipt from Production <p>Planning Inspections Notifications Control Certificates Test Equipment Management QM-IS</p>
	Finance	Finance (FI)	<p>Organization Structure Definition</p> <p>General Ledger Accounting</p> <ul style="list-style-type: none"> • GL Master • Journal Voucher Posting • Recurring Entries • Accrual and Prepaid expenditure • Interest Calculation • Financial Statements • Forex Revaluation • Period Opening and Closing • Transfer of PL balances to Retained Earnings • Year End transfer of Balances <p>Special Ledger Taxation (India version)</p> <p>Accounts Payable</p> <ul style="list-style-type: none"> • Vendor Master • Debit and Credit Memos. • Invoice Posting with P.O. • P.O. based Invoice verification • Vendor Advances tracking • Manual payments • Automatic Payments • On Account Payments. • Advance Payments and Adjustments • Bills of Exchange • Open item Clearing • TDS processing, Certificate and Returns • Interest Calculation • Balance Confirmation • Regrouping • Forex Revaluation • Ageing Analysis • Balance Confirmation • Year end transfer of Balances <p>Letter of Credit (LC)/ Bank Guarantee</p>

			<p>(BG)</p> <ul style="list-style-type: none"> • Terms of Payments • Retention and deposit • Cheque Management • Authorization for Cheque printing • Bifurcation of Vendor liability on the basis of commodity <p>Accounts Receivable Process</p> <ul style="list-style-type: none"> • Customer Master • Debit/Credit Memos. • Invoice Posting without Sales Order • Receipts • Dunning. • Open Item Clearing • Credit Limits. • Advance receipts and adjustments • Bills of Exchange. • Manual Account Clearing. • Document Parking. • Interest calculation. • TDS Receivable. • Ageing Analysis. • Regrouping. • Balance Confirmation • Year Ending Transfer of Balance Processes. <p>Cash & Bank Structures</p> <ul style="list-style-type: none"> • Bank Master • Cash Journal • Receipts & Payments posting • Manual Bank Reconciliation • Automatic Bank Reconciliation • Advance Receipts and Adjustments • Interest Calculation • Cheques Management- Lot Updation & Cheques Voiding <p>Funds Management</p> <ul style="list-style-type: none"> • Funds Centre, Commitment item, Fund Master • Budget entry • Budget Transfer • Budget Supplement • Budget Check and Availability Control • Budget Carry Forward
--	--	--	--

			<p>Investment Management</p> <ul style="list-style-type: none"> • Budget Hierarchy • Investment Program • Budgeting • Appropriation Request • Approval of Budget • Capitalization <p>Asset Management</p> <ul style="list-style-type: none"> • Asset Master • Asset Acquisitions/Capitalizations • Asset Maintenance • Depreciation calculation & Posting. • Asset Transfer • Asset Retirements/ Scrapping /Sale /Auction • Capital work in progress. • Period end closing <p>Integration Aspects</p> <ul style="list-style-type: none"> • Payroll Posting • Goods Receipt / Goods Issue posting • Posting of Accounting entries for vendor Invoices • Posting of Accounting entries for customer Invoices • Posting of Accounting entries for VAT • Posting of Accounting entries for Excise • Posting of Accounting entries for Service Tax • Posting of Accounting entries for Production • Maintenance of Excise records <p>Closing Operations</p> <ul style="list-style-type: none"> • Period-end closing. • Year-end reports. • Foreign currency revaluation. • Inventory Valuation. • Fiscal year change & Fiscal year Variants. • Document no. Ranges. <p>Any dependencies</p>
	Costing	Controlling (CO)	<p>Organization Structure Definition</p> <p>Cost Centre Accounting</p> <ul style="list-style-type: none"> • Cost center Master

			<ul style="list-style-type: none"> • Statistical Key Figures Master • Cost center planning • Actual Expenses booking • Assessment and Distribution of Expenses booked • Cost center Reports • Cost center - Budget Vs Actuals Variance Reports <p>Cost Element Accounting</p> <ul style="list-style-type: none"> • Cost element Master • Automatic Posting of Expenses in CO <p>Overhead Cost Controlling</p> <ul style="list-style-type: none"> • Cost Center Accounting. • Internal Orders. • Cost element accounting. <p>Activity Based Costing</p> <p>Internal Orders</p> <ul style="list-style-type: none"> • Internal Orders Masters • Budgeting • Actual Expenses booking • Budget Control • Settlement of Expenses • Internal Orders Budget Vs Actual <p>Product Costing</p> <ul style="list-style-type: none"> • Standard Cost Definition & Estimate/Release. • Material Ledger • Actual cost capture for discrete manufacturing or continuous production. • Base Object Costing. • Variance Analysis. • WIP calculation. • Settlement. <p>MIS</p> <p>Profitability Analysis</p> <ul style="list-style-type: none"> • Definition of characteristics • Definition of key figures • Automatic flow of value in PA. • Profitability Analysis Reporting
--	--	--	---

			Any dependencies
	Human Resources & Administration including Payroll	HR	<ul style="list-style-type: none"> • Organizational Management <ul style="list-style-type: none"> • Organization Plan • Organization Structure • Reporting Structure • Personnel Administration <ul style="list-style-type: none"> • Administration • Hiring, promotions, Deputation Transfers etc <p>Personnel Planning</p> <p>Recruitment</p> <ul style="list-style-type: none"> • General Principles • Managing appointment processes • Following Govt. rules/ policies • Issuance of Appointment Letter • Confirmation of Jobs <p>Promotion Process</p> <ul style="list-style-type: none"> • The Seniority List • Regular / Ad hoc Promotions • Managing Reservation policy • Managing Sealed Cover process <p>Transfer Process</p> <ul style="list-style-type: none"> • General Principles • Managing postings <p>Deputation Process</p> <ul style="list-style-type: none"> • General Principles • Managing both Deputation-in & Deputation-out • Managing Foreign deputation <p>Training/Personnel Development</p> <p>Leave & Time Management</p> <ul style="list-style-type: none"> • General Principles • All types of leave types • Online leave application / approval process <p>Travel Allowances Process/ Management</p>

			<ul style="list-style-type: none"> • Capturing all grades of the employees • Managing the daily allowances as per the policy • Online reimbursement of the TA / DA application / approval process <p>Loans & Advances</p> <ul style="list-style-type: none"> • General Principles • All types of Interest-free / interest-bearing Loans & Advances including PF loan • Online loan application / approval process <p>Quarter Management</p> <ul style="list-style-type: none"> • Allotment of Quarters • Managing the recovery of the license fee <p>LTC /Leave Encashment Management</p> <ul style="list-style-type: none"> • General Principles • Online Application/Approval <p>Welfare Management</p> <ul style="list-style-type: none"> • Grievances • Holiday Home/Guest House • Co-operative Education Development Fund Management • Scholarships <p>Separation</p> <ul style="list-style-type: none"> • Managing retirement on superannuation • Managing quitting service other than superannuation • Managing all types of resignation, removal & dismissal • Managing VRS along with tax benefits <p>Other Service Matters</p> <ul style="list-style-type: none"> • Online Service Sheet • Verification of service • Date of birth & its subsequent alteration • Change of name • NOC for passport • Issuance of NOC/Experience certificate
--	--	--	---

			<p>Annual Confidential Reports Benefits /Compensation/Incentive Administration India Payroll/Wages Management Information System Any dependencies</p>
	Project System (PS)		<p>Master Data</p> <ul style="list-style-type: none"> • Work Centre • Statistical Key Figures • Material • Equipment • PRT <p>Project Operational Structure & Hierarchy</p> <ul style="list-style-type: none"> • Capital Projects • Operational Projects • Work Breakdown Structure • Milestones • Task & Work times <p>Project Planning & Budgeting</p> <ul style="list-style-type: none"> • Multiple Version of Planning • Capital Budget Evaluation Techniques • Project Cash Flow Planning • Budget Structure • Budget Monitoring <p>Project Execution, Integration and Control</p> <ul style="list-style-type: none"> • Procurement of Projects • Deployment of Resources • Accounting of resources • Recording of Physical Progress • Milestone comparison - Physical / Financial • Project Status Reporting • Variance Analysis <p>Project Closure</p> <ul style="list-style-type: none"> • Milestone Closure • Resources Accounting • Actual Project Costing • Variance Analysis • Project Billing for Project Organization <p>Information System Any dependencies</p>

	Sales & Distribution		<p>Master Data</p> <ul style="list-style-type: none"> • Client • Company Code • Sales organization • Distribution Channel • Division • Sales Area • Sales office • Sales District • Plant • Storage Location • Shipping point • Customer Master Data-Control, Marketing, Contact, Export. • Material Master- Sales organization • Business Partner • Pricing conditions • Contracts, terms & value defining <p>Pre Sales activities</p> <ul style="list-style-type: none"> • Establishing and maintaining Customer • Creating and tracking customer contact • Inquires • Quotations <p>Business Scenarios</p> <ul style="list-style-type: none"> • Domestic Sales Processes • Export Sales Processes • Consignment Sale Processes • Scrap/ Waste/ Rejected Items Sale Process • Third Party Sale Process • Job Work Sale. • Samples (Free of charge and chargeable) • Subsequent delivery charges <p>Sales order Processing SD-SLS</p> <ul style="list-style-type: none"> • Demand Generation • Check the availability of ordered goods • Publish demand in Material planning • Cash Collection

			<ul style="list-style-type: none"> • Credit Check • Cash Sales • Rush Order • Delivery Challan & Gate Pass • Consignation <p>Shipping/ Transportation</p> <ul style="list-style-type: none"> • Creating outbound deliveries • Picking and confirming • Packing • Planning and monitoring of transport • Posting the goods issue <p>Delivery Management</p> <ul style="list-style-type: none"> • Creating a delivery document • Creating a stock transfer order • Create a billing due list • Batch Determination during Delivery Processing. • Physical packing verification • Physical control of quantity at the time of despatch <p>Billing</p> <ul style="list-style-type: none"> • Create invoice for product and services • Creating a Debit or Credit Note • Memo • Cancellation of billing documents • Transfer billing document to accounting- Automatic • Proforma Invoice • Cash Sales Invoice-Taxable/Non Taxable • Credit Sales Invoice-Taxable/Non-Taxable • Excisable Invoices <p>Returns</p> <ul style="list-style-type: none"> • Returns Delivery • Return Credit Memo <p>Rebate / Discount/ Incentive</p> <ul style="list-style-type: none"> • Rebate Agreement, Who to receive and criteria • Return Credit Memo • Discounts- Volume/ Value • Incentive- Volume/ Value
--	--	--	---

			<p>Sales Information System</p> <p>Special Business Transactions</p> <p>Credit Control/ Management</p> <p>Foreign Trade</p>
	Logistic Execution	Logistic Execution(LE)	<ul style="list-style-type: none"> • Bullion Procurement • Finished Goods Procurement • Replenishment / Reorder Point • Consumables Management • Job working process • Vendor Evaluation • Inventory Management • Sales Order Processing • Quality Management • Customer Returns • Service Sales Order • Procurement of Services • Design & Work Order Management • Production Planning and Control Information System • Any other dependencies
	Plant Maintenance &	Plant Maintenance (PM) &	<p>Master Data</p> <ul style="list-style-type: none"> • Functional Locations. • Equipment Master. • Bill of Materials. • Measuring Points. • Permits • Maintenance Task lists. • Maintenance Strategies. • Maintenance Planning. <p>Business Transactions</p> <ul style="list-style-type: none"> • Scheduling of Maintenance Plans. • Maintenance Notifications. • Maintenance Orders.

			<ul style="list-style-type: none"> • Completion Confirmation of Maintenance Order. • Measuring Documents. <p>Business Scenarios</p> <ul style="list-style-type: none"> • Processing of Preventive Maintenance. • Breakdown Maintenance. • Processing of Calibration Equipments. • Recording of measuring documents. <p>Information System Any other dependencies</p>
	Netweaver Business Intelligence		SAP Business Intelligence
	SAP Enterprise Portal		SAP Enterprise Portal
	Dairy Vertical Solution developed by Zensar		<ul style="list-style-type: none"> -Maintenance of details pertaining to Dairy co-operative societies. -Collection of milk from the DCS -Testing of milk -Handling of rejected milk -Determining cost of the milk on the basis of quality parameters of FAT & SNF and freight charges. -Handles smoothly various pricing structure for milk procurement for different routes, Chilling Plants, DCS etc -Calculation of freight charges on the basis of Route, Distance and type of vehicle. -Handles Extensions and Inputs (Feed, vaccines etc.) to Farmers through DCS -Running periodic payments to MCC representatives. The payments are to be arrived at considering quality parameters and route wise rate chart, deductions for -Extensions and inputs, deductions against penalties and bonuses for superior quality. -Running periodic payments to freight vendors. -Other activities at Chilling units like Chilling, dispatch, inventory management to processing units etc.

The ZENSAR Dairy vertical procurement System supports:

- Supports price comparison of vendors' offers
- Provides tools to gain greater spend visibility in procurement
- Helps to manage quotations, contracts, batch handling and quality
- Managing the complex payment conditions
- Coping with seasonal fluctuation and changing demands
- Complying with the high quality standards and traceability requirements
- Maintain standard routes
- Provide route list to truck driver
- Process purchase Order
- Automatic creation of inspection lot and batch number
- Batch management
- Gather results of inspection lots from producer samples
- Gather results of inspection lots from tank truck samples
- Create usage decision for inspection lots
- Calculate payment for producer
- Calculate payment for transport service provider
- Settle payment
- Maintain payment calculation scheme

ZENSAR Dairy Vertical Solution will address:

- Maintenance of details pertaining to Dairy co-operative societies.
- Collection of milk from the DCS
- Testing of milk
- Handling of rejected milk
- Determining cost of the milk on the basis of quality parameters of FAT & SNF and freight charges.
- Handles smoothly various pricing structure for milk procurement for different routes, Chilling Plants, DCS etc
- Calculation of freight charges on the basis of Route, Distance and type of vehicle.
- Handles Extensions and Inputs (Feed, vaccines etc.) to Farmers through DCS
- Running periodic payments to MCC representatives. The payments are to be arrived at considering quality parameters and route wise rate chart, deductions for Extensions and inputs, deductions against penalties and bonuses for superior quality.
- Running periodic payments to freight vendors.
- Other activities at Chilling units like Chilling, dispatch, inventory management to processing units etc.

Business Intelligence

- End to end solution in data warehouse technology.
- Pre configured OLAP engine and metadata reporting.
- Data modification at PSA before loading to ODS/Info cube.
- Pre configured data models (Content) and reporting template.

- Reporting and query through Microsoft Excel with drilldown facility.
- Data distribution to other systems through info spoke/ data hub mechanism.
- Administrator workbench' as a single point of control for creating, monitoring and maintaining data warehouse.
- Compatible to major third party OLAP and ETL tools.