**Proposal: Microsoft SharePoint AMC**

06 November 2023

**Submitted to:**



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6 November 2023

**Attention:**

**Mr. Saleem Alam**

**Manager, Applications**

**IT Department**

**NADEC**

Riyadh, Saudi Arabia

**Subject: Proposal for SharePoint AMC**

Resemble Systems extends its sincere gratitude to NADEC for offering us the privilege to present a proposal for the SharePoint AMC.

In alignment with NADEC 's requirements and subsequent discussions, we are pleased to submit our comprehensive proposal for the SharePoint AMC.

We appreciate the time and attention you have devoted to reviewing our proposal. Your interest is of paramount importance to us.

We eagerly anticipate the receipt of your esteemed feedback and remain at your disposal for any further inquiries or discussions.

**Sincerely,**

Sapna Anver

Inside Sales Specialist

Resemble Systems

Riyadh, Saudi Arabia

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**Document Information**

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**Acronyms**

|  |  |
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| **Terms** | **Acronyms** |
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| Client | NADEC |

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# Executive Summary

**The National Agricultural Development Company (Nadec)** is one of the largest agricultural and food processing share stock companies in the Middle East and North Africa. Established in 1981 by royal decree, it is a joint stock public company – 20% owned by the government of Saudi Arabia, with the rest publicly traded on the Saudi Stock Exchange. It is one of the very few and largest vertically integrated dairy businesses in the world.

**Resemble Systems for Information Technology.** (Here after worded as “Resemble Systems”) is a leading software consulting firm offering Digital Transformations solutions who follows consultative approach in identifying customer’s digital business challenges and map them with unique, cost effective and secure solution that ensures Business Value, Maximum ROI and Lower TCO enabling customers digitally transformed to increase efficiency and productivity while optimizing business processes.

This document (“Proposal”) defines the work effort Resemble Systems will perform by providing **SharePoint AMC**. The details of each of the activities are mentioned later in the Proposal. The specifics of the services may be modified and adapted by mutual agreement between Resemble Systems and NADEC.

# Project Overview

## Objective

NADEC is looking for certified Microsoft Solution Partner for managing and maintaining Microsoft SharePoint Online Infrastructure, Existing applications management, Manage and maintain UI/UX designs, New application development, in order to meet the growing business demands quickly and faster by partnering with Resemble Systems, # 1 in Microsoft SharePoint Development and Support in Saudi Arabia for the past 13 years with HQ in Riyadh.

## Scope of work Summary

As part of this AMC, below are the summary of the scope of work and deliverables.

**On-Demand and Incident based Support**

* 1. Location : Off-Shore
  2. Mode of Support : Resemble Support Portal (Ticketing System)
  3. Servers : Servers running at Microsoft 365 Cloud
  4. Hours of Service : 8\*5
  5. Products covered : SharePoint Online
  6. Total Support Hours : 400 Hours

## Out of Scope

* Any activities or support from SharePoint On-premises Servers.
* Any activities or support from any other M365 products other than SharePoint Online.

## Assumptions

* All the tasks and requirements will be communicated through a point of contact at NADEC.
* VPN Access will be provided to manage the contents, if required.
* Annual estimated hours cannot be carried forwarded to next year.
* Upon exceeding the total number of hours, additional hours can be purchased for the remaining period of the annual term.

## SLA for Support

After you posted a support request through our support ticketing system, we will respond within **24 hours**. Our goal is to answer to the majority of requests within the same business day.

We will use reasonable efforts to provide support in accordance with this proposal and will not be responsible for any delays caused by the customer.

However, we provide an emergency support incase site/site pages is not accessible by customers due to a bug in the features developed by Resemble Systems. For such cases, usually, turnaround time is less than 2 Hours.

## Ticketing tool and CSM

Nadec to assign an ATC (**Authorized Technical Contact)** who are authorized to create an incident via support@resemblesystems.com or Service Desk at <http://support.resemblesytems.com>

A dedicated customer success manager will be working remotely with the customer and submitting a monthly report of the tickets raised with status of the resolutions.

## Project Team

Below are the project team members for the Microsoft SharePoint AMC. These resources will be used as and when required for the 12 Months contract period. This is a commitment from Resemble Systems, hence, we will be allocating almost 10 resources for Nadec in order to meet the SLA.

|  |  |  |
| --- | --- | --- |
| **No** | **Resource** | **Qty** |
| 1 | Project Manager | 1 |
| 2 | Business Analyst | 1 |
| 3 | Technical Manager | 1 |
| 4 | UI/UX Designer | 1 |
| 5 | React JS Developer | 2 |
| 6 | SharePoint Developers | 2 |
| 7 | Infrastructure Specialist | 1 |
| 8 | QA | 1 |
|  | **Total No.of Resources** | **10** |

# Technical Requirements

The selected partner should ensure the following technical standards: NADEC outlines the following technical requirements for the development and enhancement of its SharePoint Online portal:

## Platform and Framework

• Utilize SharePoint Online (Microsoft 365) as the core platform.

• Ensure compatibility with the latest SharePoint Online features and updates.

## Customization and Development

• Provide tailored solutions to meet specific business needs.

• Develop custom web parts and extensions using modern SharePoint Framework (SPFx).

• Integrate client-side scripting (e.g., JavaScript, React, Angular) for interactive functionalities.

• Ensure branding consistency through master pages, themes, and custom styling (CSS).

## Integration Capabilities

• Integrate SharePoint with other Microsoft 365 services, such as Teams, Power BI, and Power Automate.

• Support integration with third-party tools and business applications via APIs or middleware.

## Data Management

• Implement structured document libraries and metadata for efficient content management.

• Enable search optimization with custom search configurations and filters.

• Ensure compliance with data governance policies and security protocols.

## User Experience and Design

• Deliver a responsive and user-friendly interface optimized for multiple devices.

• Redesign the portal based on user feedback and evolving business requirements.

• Enhance navigation and accessibility to meet usability standards.

## Security and Compliance

• Implement robust authentication and authorization controls, including integration with Azure Active Directory.

• Conduct regular security audits and vulnerability assessments.

## Support and Maintenance

• Provide ongoing support for bug fixes, enhancements, and technical issues.

• Offer training and documentation for end-users and administrators.

• Ensure a scalable architecture to accommodate future requirements.

## Performance Optimization

• Optimize portal performance for speed and reliability.

• Monitor and resolve performance bottlenecks using analytics and diagnostic tools.

## Testing and Deployment

• Perform comprehensive testing, including functional, integration, and user acceptance testing (UAT).

• Implement a seamless deployment strategy with minimal downtime.

## Reporting and Analytics

• Enable real-time reporting and dashboards for business insights using Power BI or other analytics tools.

• Track portal usage and user behavior to inform continuous improvements.

• Providers must demonstrate expertise in SharePoint Online development and the ability to deliver solutions aligned with these requirements.

# Pricing Summary

|  |  |  |
| --- | --- | --- |
| **Part #** | **Phase Description** | **Price** |
| RS-AMC001 | Microsoft SharePoint AMC Support for 12 Months | $ 32,000 |
| **TOTAL** | | **$ 32,000** |

**Amount in words: US Dollars Thirty-Two Thousand Only**

## Payment Milestone

Invoice will be raised as per below milestone, which should be paid within 15 days of invoice date.

| **#.** | **Deliverable(s)** | **Payment Percentage** |
| --- | --- | --- |
| 1 | Advance Payment (upon PO) | 50% |
| 2 | Upon completion of 6 months | 50% |

# Terms & Conditions

**Proposal Validity**

Price is valid only till **30 Nov 2023**

**Working language**

The language used by Resemble Systems team for all interaction, documentation and presentation will be in English.

**Project Commencement**

Project will start within 3-4 weeks from the date of PO.

**Reference**

Upon successful completion of the project and consent, NADEC shall agree to become client reference for Resemble Systems and shall provide testimonials.

**Non-disclosure**

The contents of the proposal and all the project outputs should not be disclosed to any party unless mutually agreed in writing to the same.

**Week Days**

Monday through Friday (Saturday & Sunday OFF)

**Service Hours Limit**

Resemble System agrees to provide Annual Maintenance Contract (AMC) services to Nadec for SharePoint Online. The total service hours included within this AMC agreement shall not exceed 400 hours annually.

**Estimated Hours**

Above assumption in terms of estimated annual hours is used to derive at the pricing. Monthly timesheet would be provided to Nadec on hours utilization. If all allocated hours are consumed, Nadec can top-up based on their need.

**Additional Service Hours**

In the event that the service hours specified in Section 1 are exceeded, Nadec shall have the option to top up the service hours by a minimum of 50 hours, subject to agreement by both parties and payment for the additional service hours as specified in the contract.

**Non-Carryover of Service Hours**

Any remaining or unused AMC service hours at the end of the annual contract term shall not be carried forward to the subsequent year. Nadec acknowledges that any unused service hours shall be considered forfeit and shall not be redeemed, reimbursed, or extended to the following year. Both parties, Resemble System and Nadec, agree to abide by the terms and conditions outlined in this clause regarding the annual limitation of service hours and the non-carryover policy of remaining AMC service hours.

**Protection of Privacy**

Resemble Systems regarding the exercise of this agreement, shall take note of and monitor compliance with all pertinent privacy protection regulations.

**Pre-Existing Obligation**

Resemble Systems represents and warrants to NADEC that Resemble Systems and its affiliates are under no pre-existing obligations to third parties that would in any manner impede or affect their ability to provide and perform services for customer as contemplated herein.

**Force Majeure**

Resemble Systems will not be responsible for delays caused by the reasons of strikes, changes in Government Regulations, labor disputes, wars, acts of God or any other such reason beyond its control.

**Additional Responsibilities**

High Level Scope not described in this Proposal are subject to a PCR and must comply with the change management process to be approved.

**NADEC Responsibilities**

* If required, NADEC relevant subject-matter-experts will be available to support the services defined in this Proposal.
* Point of contact onsite Resource: It is expected from the client side to assign full-time resources as contact person(s) for coordination and clarification across the project life.

**Completion Criteria**

Resemble Systems will have fulfilled its obligations for the Services described in this Proposal when any one of the following first occurs:

* NADEC confirms the fulfillment of obligations against scope of work provided.

**Non- Employment**

NADEC will not offer to neither employ directly or otherwise, any Resemble Systems employee, associated for, or with the assignment, during the period between the date of this proposal and 6 months from the completion of the assignment arising here from.

# About Resemble Systems

Founded in 2010, Resemble Systems is a leading Digital Transformation Solutions and IT Services provider with regional HQ in Riyadh and with local presence in UAE, U.S.A, Singapore and India, offering innovative solutions enabling customers digitally transformed to increase efficiency while optimizing business processes. Resemble Systems empowers organisations with user centric, flexible, scalable and secure technologies enabling Digital Transformation. Resemble Systems follows consultative approach in identifying customer’s digital business challenges and map them with unique cost-effective and secure solution that ensures business value, maximum ROI and lower TCO enabling customers digitally transformed to increase efficiency and productivity while optimising business processes

Over 13 years, Resemble Systems have been providing superior Infrastructure Management Services and Application Development Services for resolving the business challenges in various verticals and industries, serving both the local and international customers. Our associates are distinguished by their functional and technical expertise combined with their hands-on experience and technical certifications thereby ensuring that our customers receive the most effective, quality delivery and professional services on time.

Business Transformational projects are more into going digital and continuous process improvements.

Our unique expertise and inhouse designed products not only help automate Portfolio, Program & Projects related processes but also make sure Business Transformational goals are achieved within stipulated timeframe with our Agile delivery model.

Resemble Systems has proven track record in delivering the end to end digital transformation solutions by offering expert consulting, application development, cloud infrastructure management service with post implementation annual maintenance support and Resource Augmentation or Staffing.

**Why Resemble Systems**

We are a company of highly experienced and qualified professionals, confident in providing the best solution to our customers. Resemble Systems helps businesses across the Kingdome of Saud Arabia, GCC and in India to optimize their business infrastructure by providing innovative customized solutions for their business specific needs with best-in-class services and consultancy that meets their future needs as well as most innovative Cyber Security Solutions and Services.

* **Industry Leader** - We are the industry leader in software consultancy and trainings - committed to our Client’s success.
* **Dependable Partners** - Resemble Systems partnered with the most innovative technology vendors for both Digital Transformation and Cyber Security Solutions, is Microsoft Certified Gold Partner, an IBM Gold Business Partner and an IBM Authorized Reseller.
* **Tailor-Made Solutions** - Offers wide range of customized solutions tailored to our requirements.
* **Best Prices** - Our strategic offshore centres have enabled us to reduce costs and offer highly competitive rates to our valued customers..
* **Safe and Secure** - Get the best reliability, safety and security from global software leader.
* **Great Support** - We are available round the clock to handle our client queries.

Graphical user interface, application

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Graphical user interface

Description automatically generated