

## Techno-Commercial Proposal for Finished Goods Tracking System

This document contains the Statement of Work ("SOW") & suggested hardware, dated 01/05/2019, as per the requirement discussed, between AISIN (Client) and "SATO ARGOX India Pvt. Ltd." (Vendor).



**SATO ARGOX INDIA PVT. LTD.**

Prepared By: Ashutosh Kothari  
Prepared On: 18-Nov-2019

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# 1 PROJECT OVERVIEW

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SATO is privileged to respond to the requirement of AISIN for Finished Goods Tracking System using barcode technology. We have understood your requirements based on the discussion during our visit(s). This document holds our response to all your requirements as well as a detailed approach to this project.

## 1.1 ABOUT SATO

Founded in 1940, SATO is a Japanese OEM, headquarter is in Tokyo, Japan, publicly traded organization in Tokyo Stock Exchange. SATO has sales, manufacturing and R&D operations in 25 countries across the Americas, Europe and Asia Pacific, and a business presence in over 90 countries around the world.

SATO is a leading global provider of Auto-ID solutions that connect people, goods and information. It serves a diverse range of customers, delivering end-to-end solutions that streamline operations, empower workforces and help customers reduce their environmental impact.

We are the OEM of Barcode Printers, Scanners, RFID tags, HHTs, Labels & Ribbons; we can provide you high quality products at competitive rates. We are also in Software Solutions like – Asset tracking, Inventory Management, Warehouse Management and customized solutions.

We provide an extensive range of easy-to-integrate thermal barcode and RFID printers, hand labelling systems, consumables, software and connectivity solutions so you can rely on us to deliver the right solution for your business needs

We are serving to P&G, Hitachi, TATA, Panasonic, Honda, Toyota, Mitsubishi Electric, Maruti Suzuki India, Nissan, Denso, Yokohama India, Flipkart, Safe Express, Aramex, Honeywell, Jindal Steel Works, Diageo and many more.

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## 1.2 SOLUTION IMPLEMENTATION SCOPE

The scope of the solution would require the development of front-end application, Client application for mobile computers, AEP application for printers and Server application for transferring real time data to database.

The document lays down the specifications of the middleware application, its architecture and infrastructure requirements.

The entire solution consists of followings application and scope details of the solution implementation

- Front-end for Application
- Mobile Server Application
- Android HHT Application
- AEP Printer Application

## 1.2.1 Functional Solution Modules

May, 2019

### Legends



Information Display / Menu Item



Process / Activity



External Data entry



Manual Operation



Sub process

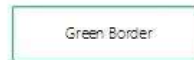


Decision



Red Border

Scanner Function



Green Border

HHT\* Function



Black Border

Desktop Function



Blue Border

Printer\* Function

\*HHT – Hand Held Terminal

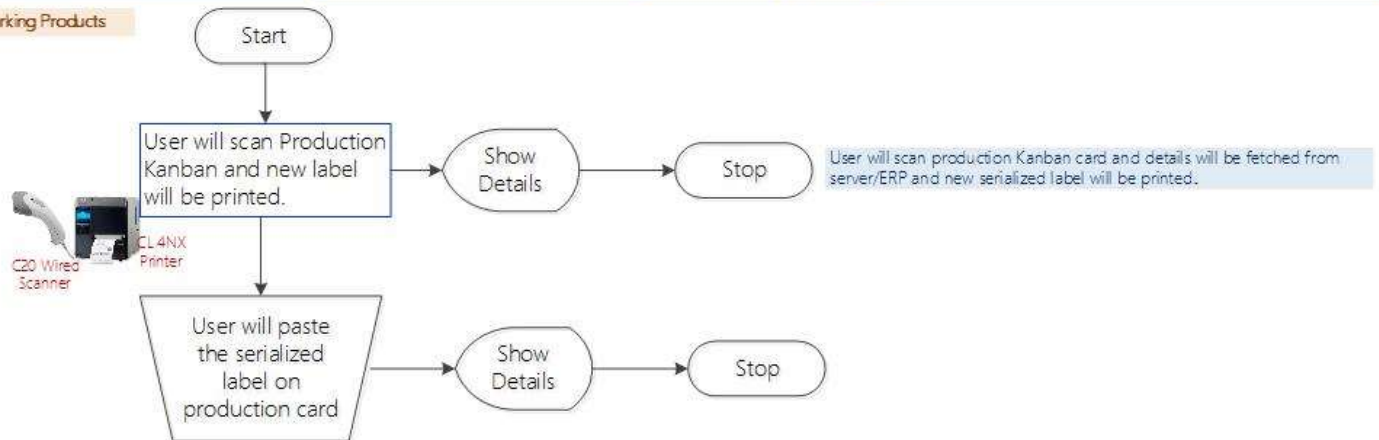
\*Printer – Barcode Label Printer

Designed By: ASHUTOSH KOTHARI

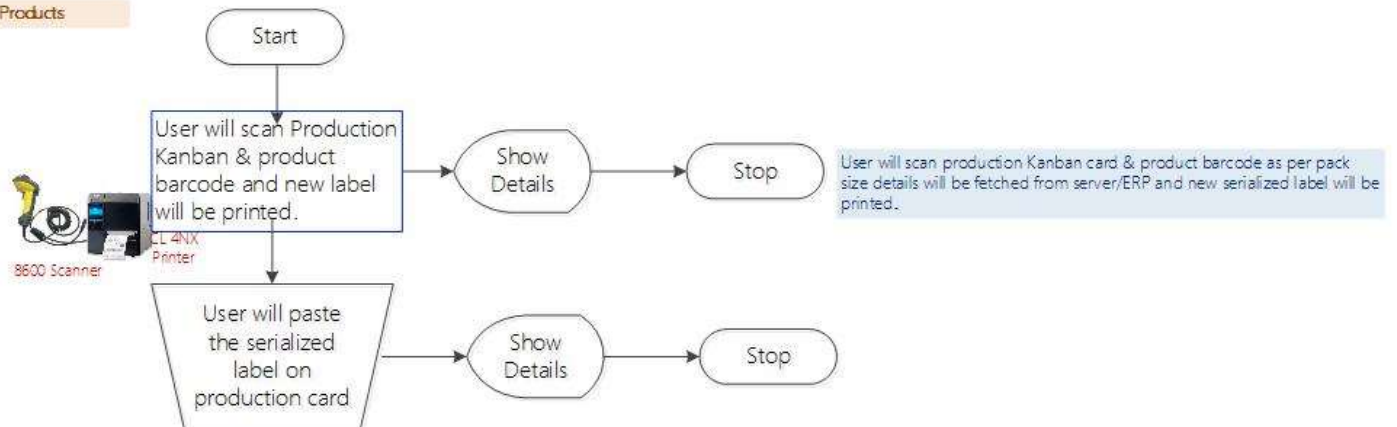
May, 2019

## FG Label Printing & Mapping

### Non Laser Marking Products



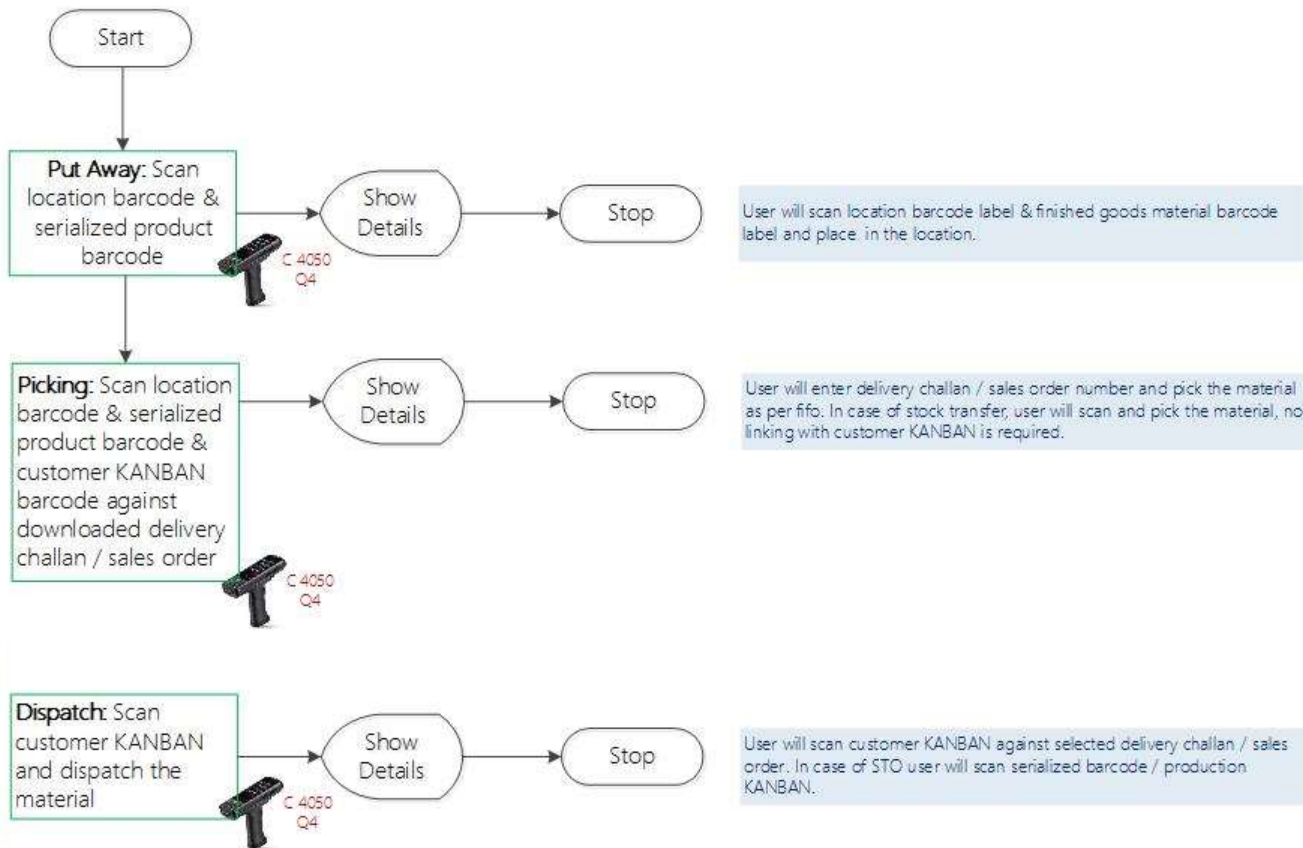
### Laser Marking Products



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May, 2019

## Finished Goods Warehouse



Designed By : ASHUTOSH KOTHARI

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### 1.2.2 Scope Exclusions

The list below details the exclusions from the implementation scope, which client has to provide:

#### **Functional/Technical**

- Infrastructure requirements in terms of PC for is required with  
Processor: i5 or above; OS: Windows 8 or above; RAM : 4 GB or above; HDD: 500 GB or above
- Entry Level Server with  
Processor: Xeon 2 x 6Core Processor; OS: Windows Server 2012 or above; RAM: 16 GB; HDD:  
1 TB; Database: SQL Server 2012 Standard / Enterprise edition or above
- Test Data Creation.
- Process Related Changes
- Cabling, Civil work and Mechanical works at necessary points & conveyor.
- Network cabling from the nearest network switch.
- Wifi infrastructure in Warehouse.
- Integration of any third party software / tool is excluded from the scope
- Any development in ERP

## 2 PROPOSED IMPLEMENTATION APPROACH

For this project, SATO will deploy agile implementation methodology. This section details the implementation approach.

### 2.1 PROJECT PHASING

The table below depicts high level phasing and timelines for the project implementation.

Project Schedule																	
#	Activity/Week	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13	W14	...	W52
1	Project preparation																
2	Requirement Study & BBP Sign Off																
3	Software Development & Unit Testing																
4	Integration Testing																
5	Testing at Site																
6	Go-Live																
7	Post Go-Live Support																

### 2.2 DELIVERABLES AND ACCEPTANCE CRITERIA

Phase	Deliverables	Acceptance Criteria	Responsibility
Project Preparation	Detailed Project Plan	Detailed Project Plan Sign-Off	AISIN IT / SATO
Business Blueprint	Requirement Study Document System Requirement Specification (SRS) Document	Requirement Study Document Sign-Off System Requirement Specification (SRS) Document Sign-Off	AISIN IT / SATO
Realization	Vision Application Development	NA	SATO
	Unit / Integration Test Scripts	AISIN IT Sign-Off	SATO / AISIN IT
Final Preparation	User Training to AISIN Core Team	User Training/Manual Sign-Off	SATO
	UAT & User Manual Preparation	UAT Sign-Off	AISIN IT Core User
	User Training to End user Team	NA	AISIN IT Core User
Go Live and Support	Initial 01 month issue resolution and Handover documentation	Completion Report after 01 month of support	SATO



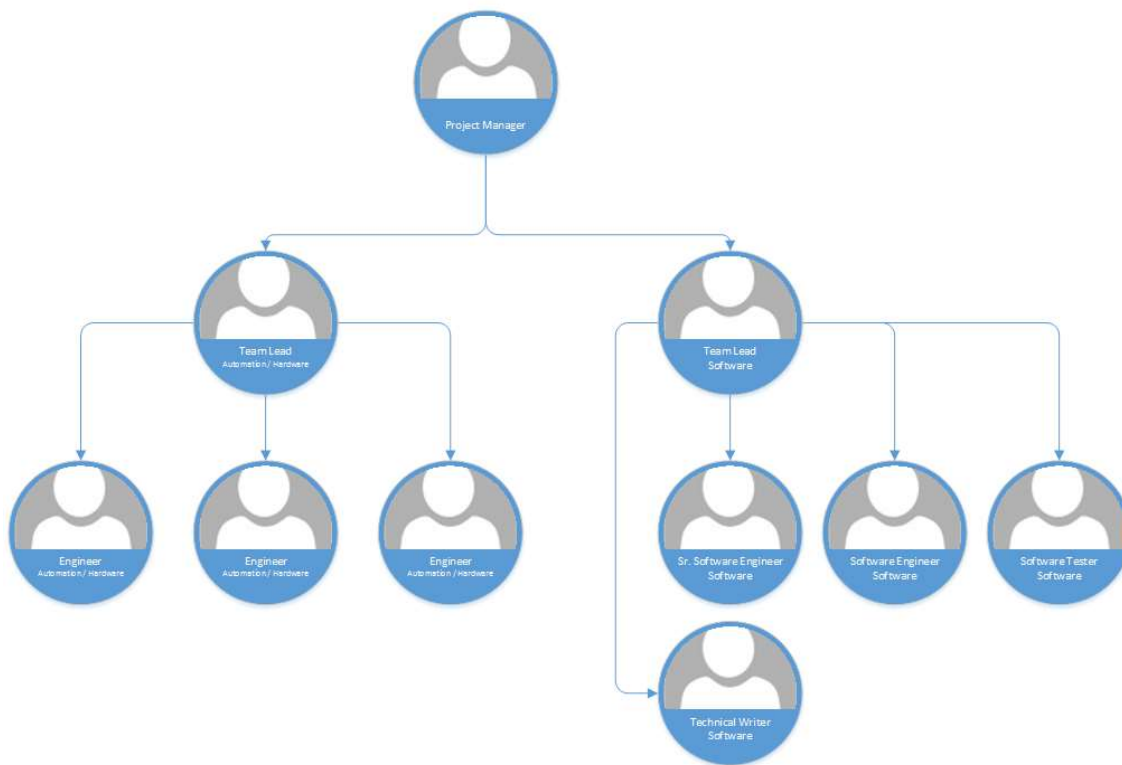
## 2.3 CHANGE MANAGEMENT PROCEDURE

1. The estimation is based on the scope information provided by customer. In case any major process is identified during the detailed SRS phase, the same shall be treated as a new business requirement and would result in a revision of estimates, timelines and cost.
2. Any change to the agreed scope at the end of the SRS Phase will have to be addressed by a Change Management process and would result in a revision of estimates, timelines and cost.
3. Vendor will provide training only to the core team at the implementation site, end user training will be taken care by the core team members of Customer Team.

## 2.4 PROJECT ORGANIZATION

The diagram below describes the project organization that will be put in place to manage and govern the project.

Project Organization Chart



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## 2.5 PROJECT ASSUMPTIONS

The following assumptions, dependencies and constraints are being observed for this engagement:

### 2.5.1 General Assumptions

- AISIN will ensure services from vendors supporting third party tools for this implementation and support if required.
- Representatives from AISIN will be responsible in developing interfaces in SAP and further testing of the code, manual upload and end user training.
- AISIN will provide knowledgeable resources to identify current business processes.
- AISIN will provide knowledgeable resources to help test and sign off Unit, Integration and Security testing.
- AISIN will ensure availability of their core team members.
- SATO team members will operate both from on-site and offsite (if required from SATO's offices).
- AISIN core team will take lead for – Providing any knowledge transfer on their existing processes to consulting team, preparing test scripts, conducting user acceptance testing of custom transactions, providing information on roles/profiles, conducting integration testing, and training end users.
- AISIN will make all their core team members available to work with SATO team, especially when SATO team is onsite.
- Communication Strategy, Project Management Standards and procedure will be clearly discussed, define and agreed in the Project Preparation phase of the project.
- Post Go Live Support will be of Twenty Six (26) weeks duration from date of Go-Live.

### 2.5.2 Scope Assumptions

- Any changes to the scope of the project that will affect the overall timeline will be first approved by the steering committee.
- Any changes to the agreed scope would be taken up through a change order acceptance procedure to be done mutually. An effort estimate would be done for the accepted change order and agreed mutually. If the change request is not a priority it can be deferred and may be taken up as a support / enhancement task during the post implementation support phase.
- If AISIN or SATO should desire to recommend an addition, modification or change to the services to be provided in this document, the party desiring the addition, modification or change shall submit a change request for it in writing to the other party. If agreement is reached, the change will be reflected in an amendment to this document signed by the parties, specifying the changes to this document or the work called for hereunder, including but not limited to any changes to the price and schedule.
- Implementation of any third party software / tool is excluded from the scope.
- Integration to any third party software / tool is excluded from the scope.

### 2.5.3 Project Management Assumptions

- Licensing for any third party software / tool necessary for the project implementation would be provided by AISIN.
- Project schedules, tasks, costs, and deliverables are based on our current understanding of the project scope and objectives.

## 2.6 SERVICE LEVEL AGREEMENT (POST GOLIVE SUPPORT)

### DEFINITION

The customers who have subscribed software support from SATO are entitled to following standard escalation levels for the problems reported by them and not attended by SATO support team.

### ESCALATION LEVELS AND DETAILS

Table below explain the details and contact points at different levels for escalating the call to next level. The escalation matrix further could be customized depending upon the customer needs and criticality of operations.

Level	Description	Contact Details
Level 1	This is the first contact point for the customer to register his call for any problem. The customer support engineer responds within 4 working hours through email or phone call. All the calls received on working days before 1.00 pm shall be addressed on the same day. Calls received after 1.00 pm shall be addressed on the next working day.	SOFTWARE LEAD / HARDWARE LEAD
Level 2	In case the call is not attended at level 1 within 4 hours, the customers can escalate the call to support team leader. The call would be attended within 2 working hours at this level. Customers would be provided contact numbers for this level.	PROJECT MANAGER
Level 3	If the call is not attended at level 2, customers can escalate the call to Head Technical at level 3. Customers are advised to call the telephone number provided to them at this level.	ACCOUNT MANAGER

SATO would ensure its level best to get the problem rectified as soon as possible. The problem rectification time cannot be guaranteed as it would depend upon the nature of the problem and type of solution required for the same.

### 3 COMMERCIALS

On the basis of effort estimation, following is the cost for the project as per the requirement stated in the document.

#### 3.1 SOFTWARE COST

Sr#	Description	Amount (INR)
1	Customized Software Development (includes SRS design, Application Development, Testing, Documentation)	16,05,000/-
2	Implementation Cost	3,55,000/-
3	AMC (start after 6 months of project signoff)	3,21,000/-
4	Database Management Services (after one year)	2,80,000/-
<b>Total:</b>		25,61,000/-

Note: Above prices do not include any taxes and shall be charged as per actuals.

Note: Boarding & Lodging will be borne by the customer or will be charged as per actuals.

Note: Delivery time 12-14 weeks after PO.

#### 3.2 HARDWARE COST

Sr#	Item	Description	Rate (INR)	Quantity	Amount (INR)
1	Label Printer	<ul style="list-style-type: none"> <li>CL4NX 200 dpi printer</li> <li>Note: One year warranty</li> </ul>	1,10,000/-	12	13,20,000/-
2	Hand Held Terminal	<ul style="list-style-type: none"> <li>Mobile Device</li> <li>Note: Chainway Handheld Terminal with three years warranty.</li> </ul>	74,000/-	7	5,18,000/-
3	IPC	<ul style="list-style-type: none"> <li>Advantech all in one industrial PC with touch screen</li> <li>Note: One year warrant Interface with Keyence scanners</li> </ul>	1,65,000/-	5	8,25,000/-
4	USB Scanner	<ul style="list-style-type: none"> <li>AS 9200 [ARGONX]</li> <li>Note: One year warranty</li> </ul>	5,300/-	7	37,100/-
5	AMC Printer	<ul style="list-style-type: none"> <li>Printer AMC (after 1-year warranty)</li> <li>Note: Warranty includes preventive &amp; corrective maintenance</li> </ul>	18,000/-	12	2,16,000/-
<b>Amount</b>					<b>29,16,100/-</b>

Note: Above prices do not include any taxes and shall be charged as per actuals.

Note: Boarding & Lodging will be borne by the customer or will be charged as per actuals.

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Note: Delivery time 8-10 weeks after PO.

### 3.3 PAYMENT SCHEDULE - SOFTWARE

Description	Percentage
<b>Application Development</b>	
On completion Requirement Study & BBP	50%
On completion of User Acceptance Testing	30%
Post Go Live Support after 01 Months	20%

Invoices will be paid within 30 days of receipt via electronic transfer.

### 3.4 PAYMENT SCHEDULE - HARDWARE

Description	Percentage
Advance	50%
Balance on Delivery	50%

Invoices will be paid within 30 days of receipt via electronic transfer.

**Note: All billing will be done through SATO, Gurgaon.**

**SATO ARGOX India Private Limited ("SATO")**

**(AISIN Limited)**

By: \_\_\_\_\_

By: \_\_\_\_\_

Name \_\_\_\_\_

Name \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_