HIGHBAR
TECHNOCRAT

Techno-commercial Proposal
For SAP AMS Support

Version 1.1 26th Dec'2024

EIH Limited, New Delhi, India.

EIH LIMITED

Preface

Non-Disclosure

This document contains our response to the request for proposal SAP AMS Support & Change Request that is required by EIH Ltd**, New Delhi, India.** The information contained in this document is confidential and is submitted on the understanding that the document will be used only for the purpose of evaluating our offer against the requirements. The contents of this proposal should not be disclosed to any other third party without the prior written permission of Highbar Technocrat Ltd, or any of its subsidiaries. This document shall further be treated as Statement of work (SoW) upon mutual finalization and agreement of the content of this document.

Proposal No: IN-NR-SAP-2024-16

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Document Control:-

Sr. No	Detail	Date	Remark
1	Version 1.0	2024.12.01	Techno-Commercial proposal
2	Version 1.1	2024.12.26	Final Techno-Commercial proposal

Confidentiality Notice:

Contents

1.0   Executive Summary

Highbar Technocrat Limited (henceforth referred to as **"HBT"**) is pleased to respond to request for a proposal from EIH Ltd**, New Delhi, India.** (Herein after referred as "EIH" or **"Client"**) for providing SAP AMS Support for functional & technical issues encountered in system configurations / scenarios, developments done in their existing SAP implementation for a duration of 12 months.

EIH intends to continue its engagement with HBT through SAP AMS Support for 12 months covering functional and technical issues encountered in the currently implemented SAP system's configurations, process scenarios and customized developments.

As a part of this engagement, HBT proposes a structured approach of SAP AMS to include FICO, MM, PS, DMS, ABAP & BASIS modules for 12 months with the following key features. **The proposed AMC period will be from 15th Dec'2024 to 14th Dec'2025.**

   I.   AMS functional support for existing production landscape.
   - **Total Offshore Support: 25 Man days**

The Proposal/SOW constitutes the entire understanding between the parties with respect to the subject matter of the proposal/SOW. It shall supersede all prior correspondence to the extent of inconsistency or repugnancy to the provisions of the Proposal/SOW. Any modification of the Proposal/SOW shall be effected only by a written instrument signed by the authorized representative of both the parties.

HBT proposes flexible and cost effective Support model to provide Functional and Development Support with transparent SLAs.

HBT, with its experience during current SAP system implementation and rich experience of support in stabilizing SAP ECC 6.0, is well positioned to support ahead.

2.0 Appendix A: Scope

2.1 About EIH & their expectations

To manage expanding business EIH had taken the business decision to continue AMS support for their SAP ECC 6.0 with HBT as its partner. To have better control on their organization and to deal with higher volume of business through SAP ECC 6.0, EIH is using following SAP functions and is primarily looking for functional & technical offshore support for the below- mentioned modules:

- Finance & Controlling (FICO)
- Project Systems (PS)
- Material Management (MM)
- ABAP
- BASIS

HBT will provide a suitable post implementation Application Maintenance Support for 12 continuous months. This AMS Support would be provided through 'ManageEngine' ticketing tool.

For additional support beyond **50 Man days** of efforts, the same would be provided by HBT at additional rates.

2.2 Scope of Work

Based on discussions with EIH team, the details of AMS scope along with sub-modules/systemsto be supported have been delineated in this Proposal. As a part of this engagement, HBT proposes a structured approach of SAP AMS to include FICO, MM, PS, ABAP & BASIS modules for 12 months with following key features :

A. SAP functional support from offshore

HBT proposes to provide SAP support from offshore for the existing production landscape. HBT will engage its team for this support engagement for the period of continuous 12 months. The key drivers behind our proposed solution are cost efficiency & issue resolution. All these would help client to remain focused on strategic and value added services while delivering faster and better quality services through its outsourcing partner and realize true benefit from its SAP implementation.

This SAP support scope will be for total of 50 Man days in a span of 12 calendar months only.

HBT proposes following mechanism to provide offshore AMS support for EIH:

- In order to track & monitor the issues, EIH users shall use the HBT's ticketing tool.

- HBT Support project manager will send the status of the tickets consumed at the end of each month.

HBT would start this engagement on a mutually agreed date by HBT & EIH. This support would be provided through an offshore model using HBT's ticketing tool.

B. Offshore support for BASIS

EIH have their own basis team & only in case EIH requires support from HBT on basis module, they will raise the issues in ticketing tool.

2.3 Issue Resolution Set up

EIH will use HBT's ticketing tool for support. EIH team shall be given access to log the issue. HBT team will take up issues resolution from offshore i.e. HBT HO at Mumbai, India.

All level 1 issues will be sorted out by the internal core team of EIH. Level 2 and level 3 issues will be raised to offline support desk of HBT and shall be resolved by offshore consulting team of HBT.

Service Type	Scope
Level 1 Support (To be provided by client team)	▪ Master data issues ▪ Roles & Authorization ▪ Transaction processing ▪ Basic login issues ▪ System awareness
Level 2 Support	▪ Integration issues ▪ Unit scenarios ▪ Incident management ▪ Root cause analysis documentation ▪ Detailed analysis of preferred issues / problems unresolved at Level 1
	▪ Resolution of more complex problems (functional issues, break-fixes, etc.) which require the support team to apply solutions through analysis by respective experts.
Level 3 Support	▪ Which will require resolution of even more complex integration issue which involves substantial review of the existing configuration / processes / customizations or require substantial engagement with the process owners

An issue is defined as:

- Any break/ problem in the SAP Production system that needs to be fixed. A break by definition is functionality that is not working now, which was working earlier in client's production land scape.

- Troubleshooting and resolution services including diagnosis & problem resolution for user incidents caused specifically by breaks in existing functional configuration and/ or existing custom development

- Configuration changes arising due to any statutory changes or business process

- It will be ensured that the delivery will be bug free but in case of any issue encountered itwill be handled by HBT free of cost. EIH to ensure that "Full details of the issue along with required data/cases are provided while raising the issue" to provide the bug free delivery. The resolution time for these bugs will be applicable as per the SLA mentioned for priority of S1 issues mentioned in 2.4 "SLA".

Please Note :- Any new change in functionality / Addition of process / Additional enhancement shall not be covered under ticket & shall be taken separately through Change request

2.4 Support volume:

The table below provides the distribution of number of Tickets for support in a year by HBT.

Months	Man days
12	25

HBT has provided for offshore resource deployment based on following assumption along with the above-mentioned Tickets breakup: -

Total	Quarter 1	Quarter 2	Quarter 3	Quarter 4
25	6	7	6	6

- Unutilized ticket from One Quarter shall not be carried over to the next quarter. i.e unutilized ticket from Quarter 1, cannot be carried over to the Quarter-2.

- Any un-utilized Tickets at the end of Q4 / support period will not be carry forwarded & will be lapsed.

- Any There shall be no deduction on account un-utilized Tickets in the contract

Assumptions:

- It is expected that EIH SAP OSS services will be utilized for resolving SAP software related issues raised by internal IT team of the client.
- It is expected that SAP database related issues will be handled by internal IT team of the client with respective service provider.
- Any services not stated above will be dealt through change request mechanism as per scope change procedure stated in this document based on the confirmation by client.
- Support exceedingly over and above mentioned number of Tickets in scope would be charged additionally at INR 10,300 per day (taxes extra)
- Client to provide secured offshore SAP connectivity using which the HBT consultants will be able to provide support as detailed above.

All Service Incidents and/or Service Requests will be treated in severity level order as received, unless directed otherwise by the EIH team. The Severity Levels described in the following table will be used to categorize all bug-fixing service incidents from the EIH's user community. The Severity Level will be assigned by EIH SAP Project Manager.

2.5 SLA

The table below is the representative 'Priority Matrix' to be followed by HBT during support window for client:

Sr. No.	Priority	Response time	Resolution time
1	S1	within30 mins	within 3 working hrs
2	S2	within 2 hrs	Up to 6 working hrs
3	S3	within 4 hrs	Up to 3 Business days
4	S4	within 8 hrs	Up to 4 Business days

2.5.1 Severity Definition:

Severity	Description
S1 – Critical/Very High	1. General system outage affecting large percentage of users in production system due to standard configuration issues like calculation of wrong tax value. 2. Major areas of standard functionality is unusable, causing critical impact to business/business is stopped. 3. No work around is available or causing measurable impact on business. 4. HBT Project Manager is informed over phone/mail with the ticket details.
S2 – High	1. System cannot function as designed or installed 2. Compliance timeline is affected 3. Multiple users or departments are directly affected 4. Major areas of standard functionality is unusable, causing critical impact to business/business is stopped
S3 – Medium	1. Moderate impact to a sub-set of users like problem in reimbursement calculation etc. 2. Functionality impaired, but impact to business is avoidable 3. Work around is available
S4 – Low	Guidance for change in configuration which have limited impact on ongoing transaction for a defined period or which can be planned in advance like change in release strategy/approval process.

* *Notes:*

- The time identified in the table above is during the identified support window
- Resolution time to start after required clarification is received from client core team
- This response time & resolution time is calculated based on working days and working time as defined in Support Window except for Critical/High priority ticket.
- For tickets created and assigned after office hours, SLA will be calculated from next working day.
- Client team will need to decide the severity and accordingly assign issues to HBT Team.

2.5.2 Prioritization of work

Because of the mixed Service Activities to be supported, it is important to have a general

agreement on work prioritization. For client, the proposed priority order would be as follows:

- Priority 1 (break-fixes): HBT would always address break-fixes over and above any other items, specifically Severity 1 and 2 type of issues
- Priority 2 (maintenance): Severity 3 & other maintenance-related activities
- Priority 3: All other issue categories

2.6 Exclusions / Out of scope

Scope of work includes which is defined in the relevant section under the proposal. Following activities (but not limited to the same) are not specifically considered in current support engagement:

- Helpdesk Services related to Operating Systems (OS), Installation of SAP GUI, Network Connectivity, etc.
- SAP technical and functional version upgrades and migration
- Re-installation of server and related hardware
- Solution Manager implementation, server sizing related issues
- Setting up departmental operating procedure
- Core team and End User training
- Preparation of training documents
- Incorporation of new requirements owing to legal, statutory and policy changes
- Support for any non-SAP Systems
- New developments / enhancements / new processes implementation will be routed as
- "Change requests"
- Any unit/integration testing due to new configuration/enhancement in existing configuration
- Master Data Maintenance
- Any data entry job
- Any infrastructure or IT related issues
- Functions & activities related to hardware and network setup
- Any issue arising due to involvement of any third party or due to change in configuration for implementing any new module/feature/functionality not done under the scope of current proposal
- Implementation of new SAP modules & new functionalities in existing modules
- New module configuration/new non-related business process/R&D related activities not covered in tickets-based support.
- Roll out activities are not considered in support issues

2.7 SAP product-related Issues

Any issues or problems that cannot be resolved through resolution process but are attributable to issues related to SAP Product functionality will be referred to SAP OSS service. There are occasions where the problem is attributed to a bug in the standard SAP code. In such cases the problem message is forwarded by client core team to SAP support (OSS) for providing a fix. SAP support provides fix in a form of an OSS note, which is then applied in the landscape and moved through the testing cycle like any other fix. In this case this involves application of certain notes etc. the same needs to be taken care by EIH Basis team.

3.0 Appendix B: Deliverables

3.1 Project Monitoring

HBT will apply standard methods for the evaluating the progress of the assignment and this is accomplished through the following key steps:

- Weekly report
- Monthly progress reviews and meetings (to be held from Mumbai)

Mechanism	Periodicity	By whom	To whom	Purpose
				Other Participants
Status Reporting	Monthly	HBT Project Manager/Lead	client PM	An operational report that • Tracks schedules - Ticket Status • Highlights risks, issues and action items
				Team Members
				Client and HBT PM

HBT team will submit work tracking statement to client every month. Project progress and monitoring report – Weekly & Monthly progress reviews and meetings should be conducted effectively.

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3.1.1 Support execution mechanism
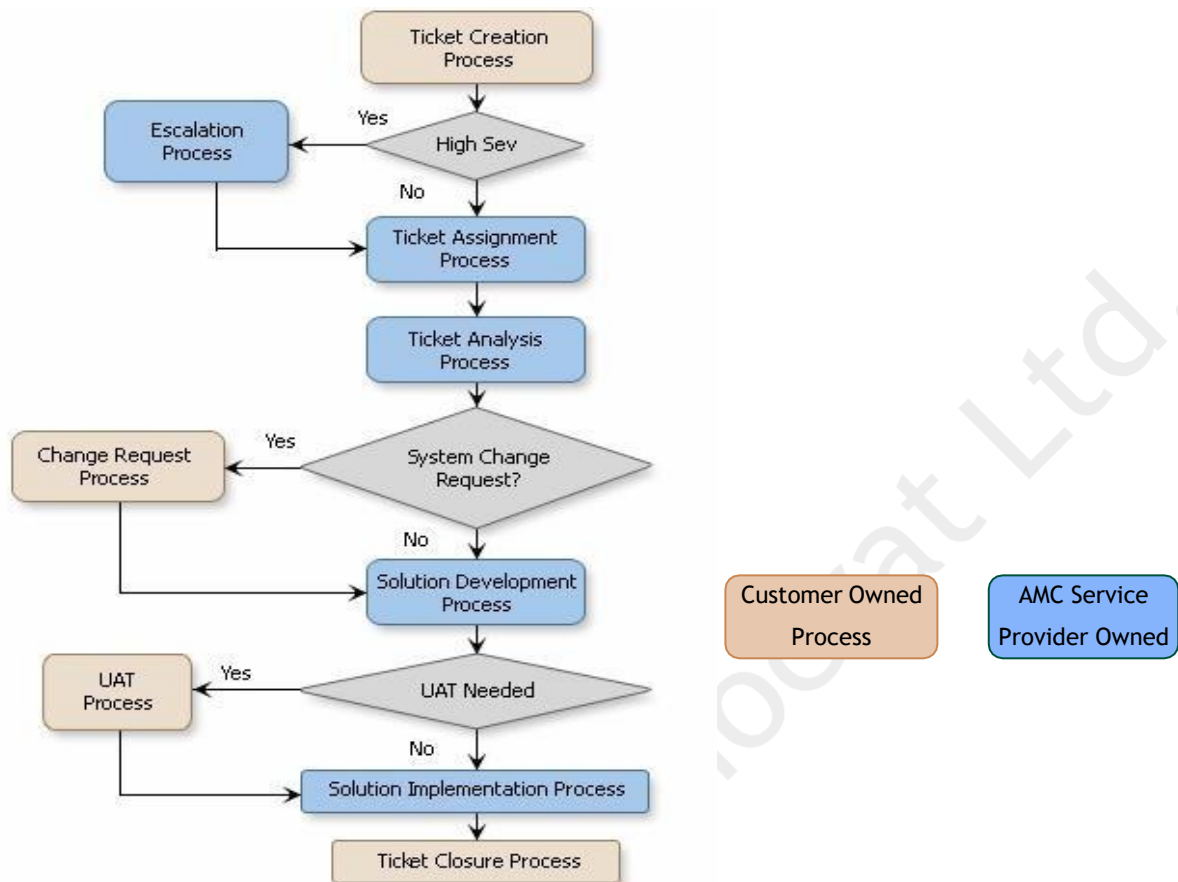
This section outlines the ticket management process that will be adopted as issue based and also describes the complete issue resolution cycle between the two levels of support.

Level 1

The level 1 team (client core team) is the first contact of the user in the problem resolution process. In case of phone or email intimation to level 1 about a problem, the level 1 person will record the pertinent information as a issue. The priority of the problem is important because it determines how quickly the response and resolution should be. The problem messages can have priority between 1 and 3 where 1 is the highest and 3 means a scheduled activity.

In case the level 1 support team (client core team) is unable to solve the problem the message will be assigned to HBT Team. Though the level 1 team transfers the problem to level 2, it still carries the ownership of the issue. e.g.: Mismatch to data input w r t the input required for business process will be resolved.

Level 2

HBT Team, Level 2 support providers, does an initial review of the issue by assessing the problem involved. If the information provided by level 1 is incomplete, the same is solicited from the end user who has raised the issue. If the information provided by level 1 is complete, then the issue is transferred to one of the team members.

The owner of the issue, then does the detailed analysis of the problem, fixes the issue. Such fixes if involves any configuration related thing then they are passed through the Configuration Management process before being moved to the production system. Once the issue is fixed, the user is notified about the same and asked to confirm about the resolution. The issue is closed only after a confirmation from the user. A feedback is provided back to the level 1 team about the nature of the problem and the resolution applied. This enables the level 1 team to handle such problems in future.

Level 3

Level 3 issues are the ones which require substantial engagement with the process owners and require substantial efforts by support team. Once required information is available then the same will again be reviewed by HBT support team & in case any escalation required from product (SAP), the same will be intimated to client & in case it has to be resolved within existing SAP provisions then the same would be taken up on case to case basis & resolved within the provisions of this Contract.

Note:

- Client Responsibility: Level-1 services types comprise of issue acknowledgement, categorize and set priority, transfer issues & monitor/supervise issue flow.
- EIH ERP team will decide on the Priority & Severity of the incidents / CR for resolution.
- Proper backup plan should be communicated during non-availability of HBT functional / technical team well in advance.
- HBT Responsibility: (level 2, level 3 and any level 1 issue not resolved by client core team) This service types comprise of detailed analysis of issues / problems, resolution of more complex problems (functional issues, break-fixes, etc.) which require the support team to apply solutions through thorough analysis by respective consultants & extensive interaction with related stakeholders (such as different process owners).

3.2 Support Timelines & Window:

Support window considered for this offshore support is as follows:

- Work week – Monday to Friday
- Weekly Off – Saturday & Sunday

Working time during work week is considered from 0900 Hrs till 1800 Hrs India Time i.e. 09 hours in a workday. This support will be provided for 12 months from the start of this engagement.

3.3 Roles and Responsibilities

This section details responsibilities of various roles, which will be performed by HBT on the project. Any deviation, which has a potential impact on the project, will be subject to Change Management Process. HBT shall allocate/assign the required resources with the necessary skills and authority to execute the responsibilities given below.

3.3.1 Project Manager's Role

The Project Manager assumes overall responsibility for the assignment and ensures that all resources required are made available and the engagement is carried out according to agree upon plans. He shall function as the primary channel of communication for all client requirements.

3.3.2 Project Manager's Responsibilities

- To coordinate with the client Project Manager in all areas of the engagement.
- In association with the team, interact with client team to acquire the necessary business, application and technical understanding.
- Implement and monitor mechanisms for knowledge transfer and experience sharing within the team.
- Ensure successful completion of the maintenance requests.
- Ensure sign off from client for all the identified tasks within scope of this engagement.
- Ensuring fulfillment of contractual obligations by client and HBT by highlighting the deviations and changes and taking steps for corrective action.
- Reporting project status to client and HBT management at agreed regular intervals.
- Liaison and act as a single point contact for project level issues with client and HBT management.
- Monitor progress in all areas of engagement.

3.3.3 Functional Consultant's Role

The functional consultant shall ensure total understanding of the business and existing SAP system. He shall ensure effective communication to the technical analysts the exact requirements. He shall document the processes and procedures relevant to the assignment to enable the technical analysts in timely completion of the requests.

3.3.4 Functional Consultant's Responsibilities

- Communicate effectively with client Project Manager, client functional team.
- Understand the business processes.
- Understand the existing customizing activities and its effect on the proposed maintenance activities.
- Translate the requirements effectively into functional design and confirm that the maintenance activities meet actual requirements.
- Develop test plans to enable the effective testing of all the maintenance objects.
- Test the objects as per the test plan and ensure that the requirements of the functional design are met.
- Co-ordinate with the user for acceptance testing and ensure sign-off of the object.

3.3.5 EIH Inputs & responsibilities:

- Client will designate a person called the client Project Manager, who will be the focal point for HBT communications.
- Client Core team to be available during the tenure of contract as and when required
- Client will provide the SAP connectivity to HBT consultant through VPN

3.4 Completion Criteria

Deliverables will be complete when HBT team has delivered the resolution as per the issues raised and accepted by client.

4.0 Appendix C: Assumptions and Terms & Conditions

- Services are estimated to begin on a date mutually agreed upon between Client and HBT; however HBT would require minimum 2 weeks for mobilizing post formal Order / LOI along with initial payment.

- Services will commence after a signed Statement of Work, Contract and Terms of Business is in place

- Client will be responsible for the Organization Change Management (OCM) across Client business units considered in this SAP AMS scope to manage business change which may result from change of System by availing services from this SAP AMS.

- Work under this proposal will be performed from HBT's Head office at Mumbai as proposed in the document.

- Client will provide HBT with key information & documentation regarding the current business environment, on need basis.

- Client will provide remote SAP connection to HBT for issue resolution

- HBT will use Manage engine ticketing tool as a tool to resolve issues and provide service

- Test case / scenario to be given by users

- Resolution of issues which require escalation will be tackled with Escalation Procedure as detailed in this proposal.

- Any services not stated above will be dealt through change request mechanism as per process for scope change mechanism stated in this document

- Any delay occurring on account of non-availability of Client person or non-availability of required information / data / decisions from Client as per the schedule; all costs arising out of such delays would be borne by Client additionally.

- HBT had estimated these efforts based on consideration that "No Third Party" is involved in this implementation process for validation or evaluation by Client.

- All deliverables will be submitted to Client single point of contact i.e. PM & acceptance for the same would be as per acceptance procedure defined in this proposal.

- Standard SAP process will be used for all business units across to have harmonization and standardization

- If Client & HBT agrees to increase the involvement, the extra effort will be charged as per mutually agreed man-day rates of the consultants

- Selection & Deployment of HBT Resources (type of resource, onsite / offshore deployment) for this Engagement would be responsibility of HBT Delivery Head.

- Client will be providing the necessary documents / information / resources as stated above in this proposal

- HBT will not have any deliverable based responsibility other than what is mentioned under the scope of work
- HBT will not be responsible for supporting Client's existing applications, if any.
- HBT will not be responsible for accuracy and correctness of data provided by client.
- HBT team would utilize SAP OSS services for SAP software related issues raised by internal core team of Client. Client to provide necessary software details
- All project communication & documentation will be in English language only.
- The Client will not offer employment directly nor otherwise to HBT's staff associated with this Project for a period of one year from completion of this Project.
- The Proposal/SOW constitutes the entire understanding between the parties with respect to the subject matter of the Proposal/SOW. It shall supersede all prior correspondence to the extent of inconsistency or repugnancy to the provisions of the Proposal/SOW. Any modification of the Proposal/SOW shall be effected only by a written instrument signed by the authorized representative of both the parties.
- HBT team to follow EIH leave calendar and holidays
- HBT should not subcontract the AMS support project for EIH entity
- HBT should share all the contact details of module wise consultant and technical team

5.0 Appendix D: Fees & Payment of Invoice

HBT proposes competitive fees for this 12 months AMS for the scope as detailed in this documentas follows:

Sr. No.	Details	Professional Fess (INR)
01	The AMS support as detailed in this proposal document for 25 Man days	02,55,500/-
	Total In INR	**02,55,500/-**

(Indian Rupees Two lacs fifty five thousand & five hundred only)

Note**: For any additional efforts beyond 25 Man days, it will be charged for a other bucket of additional 25 man days @ the price of INR 2,55,500 (Base amount).**

5.1 Invoice schedule:

HBT will invoice EIH for the services as per following schedule for this support engagement:

Billing Milestone	Professional Fess (INR)
Along with the LOI & first week of first month of engagement	63,875/-
First week of forth month of engagement	63,875/-
First week of seventh month of engagement	63,875/-
First week of tenth month of engagement	63,875/-

5.2 Commercial Terms & conditions:

- Above said fee is for SAP Annual Support services and are exclusive of software licenses, AMS on licenses, hardware & networking costs
- Payments will be done by client as mentioned in above mentioned in invoice schedule
- Taxes extra as applicable
- Client will provide certificates for any tax deduction effected
- The proposal is for offshore support only.
- In case consultant needs to travel location other that New Delhi, client will require to make arrangements for travel, accommodation, food, conveyance & per diem (@ INR 750 per Onsite man-day)
- This proposal is valid till 28th Dec, 2024
- Client will pay to HBT within 7 days of invoicing.
- HBT reserves the right to stop support on account of nonpayment of prescribed fees.
- Client will provide certificates for any tax deduction effected.

5.3 Terms and termination

Duration of Agreement

The Agreement will apply from the commencement date stated in the PROPOSAL, if any, or where no commencement date is specified, from the date of signature of the PROPOSAL by both parties. This agreement will continue until the services have been provided as stated in the PROPOSAL, or the agreement is terminated earlier in accordance with the terms set out below.

Termination on Notice

Unless the PROPOSAL states otherwise, agreement may be terminated by either party at any time by giving the other party not less than 60 days written notice. On the termination of agreement, the client will pay HBT all sums due at the date of termination in accordance with the PROPOSAL or proportionate amount for the unbilled work, plus any related payments withheld, together with fees on a time-and-material basis for services provided after the date of the last applicable payment under the payment plan.

6.0   Appendix E: Scope Change Procedure

a) A Project Change Request (PCR) will be the vehicle for communicating the change. The PCR must describe the change, the rationale for the change and the effect the change will have on the project. The PCR will be raised on the basis of the issue log maintained throughout the duration of the project. HBT Project Manager will be the administrator of the project issue log and will discuss all open issues and resolution mechanisms with the client Project Manager. In the event that the resolution mechanisms suggested are not acceptable to client, and there is a need to address the same, this will be tracked in as a project change request.

b) The designated Project Manager of the requesting party will review the proposed change and determine whether to submit the request to the other party.

c) Both Project Managers will review the proposed change and HBT will specify the efforts required for carrying out the change.

d) A written change authorization and/or PCR must be signed by authorized representatives from both parties to authorize implementation of the recommended changes.

7.0 Appendix F: Deliverable Acceptance Procedure

Each deliverable material will be reviewed and accepted in accordance with the following procedure:

1. One (1) printed draft of the deliverable Material will be submitted to the client Project Manager. It is the client Project Manager's responsibility to make and distribute additional copies to any other reviewers.

2. Within three (3) business days the client Project Manager will either accept the Deliverable Material or provide the HBT Project Manager a written list of requested changes. If no response from the client Project Manager is received within three (3) business days, then the Deliverable Material will be deemed accepted.

3. If a written list of requested changes is received within three (3) working days, the HBT Project Manager will make review of the suggestions & if found appropriate then the appropriate revisions will be updated within three (3) working days & resubmit the updated final version to the Client Project Manager for acceptance. Client project manager will validate that the updated final version is in line with change request within three (3) working days.

4. For issue based support, solution provided in solution manager by HBT consultants will be deemed accepted on closure of issue by client core team or on expiry of 3 days from the solution provided by HBT but no response received from client.

5. For offshore ticket support, the effort estimate given by HBT, and no objection received by client on the same within 3 days.

6. For onsite man day's support, actual man days engaged onsite.

8.0 Appendix G: Escalation Procedure

The following procedure will be followed if resolution is required to a conflict arising during the performance of this Statement of Work.

When a conflict arises between client and HBT, 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 client Project Manager and HBT Project Manager will resolve the issue.

> Level 2: If the conflict is not resolved within three (3) working days after being escalated to Level 1, then client Project Manager with client Executive Sponsor and HBT Program Manager will discuss with the HBT Delivery head to resolve the issue.

> Level 3: If the conflict is not resolved within three (3) working days after being escalated to Level 2, the client Executive Sponsor will escalate to HBT Delivery Head to resolve the issue.

During any conflict resolution, HBT agrees to provide services relating to items not in dispute to the extent practicable. Pending resolution of the conflict, client agrees to pay against invoices as per the Agreement.

~ The Beginning ~