Zoho People/Books Implementation

Scope of Work

Disclaimer and Confidentiality Statement

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Content:

1. Introduction

PROGRC. Software and Services LLC ("**PROGRC.**") located at Office 53, Al Saqr Business Tower, 29th Floor, Sheikh Zayed Road, Dubai, seeks to implement Zoho People, a comprehensive HR management software, to streamline and enhance its human resource operations. This project includes both the standard solution offered by Zoho People and specific customizations tailored to meet the unique requirements of PROGRC. The objective is to leverage Zoho People to automate HR processes, improve efficiency, and ensure compliance with local regulations while also incorporating enhancements that address the specific needs of our organization.

The implementation process will consist of two main components: the deployment of the standard Zoho People solution and the customization of features to fit **PROGRC.**'s specific needs along with Zoho Books.

Below are the expected deliverables from this project:

.1. Configuration and Setup:

1. Configure core HR modules such as employee database, leave management, time and attendance, and performance appraisal.
2. Set up organizational structures, roles, and permissions.
3. Import existing employee data into Zoho People.

.2. Custom Workflow Development:

1. Design and implement custom workflows to automate specific HR processes unique to **PROGRC.**
2. Integrate custom approval processes for leave requests, expense claims, and other HR activities.

.3. Enhanced Reporting and Analytics:

1. Develop customized reports and dashboards to provide deeper insights into HR metrics.
2. Ensure reports are tailored to meet the strategic needs of the management team.

.4. Custom Modules and Fields:

1. Add custom fields to existing modules to capture additional employee data.
2. Develop new modules to support specific HR functions not covered by the standard solution.

.5. Integration with Existing Systems:

1. Integrate Zoho People with existing Zoho Books, Zoho Payroll, and Zoho Expenses
2. Ensure seamless data flow between systems for accurate and timely information.

.6. User Training and Documentation:

1. Provide training sessions for **PROGRC.** staff and other key users.
2. Deliver detailed user manuals and documentation for future reference.

.7. Testing and Validation:

1. Perform system testing to ensure all standard functionalities are working correctly.
2. Conduct user acceptance testing (UAT) with key stakeholders.

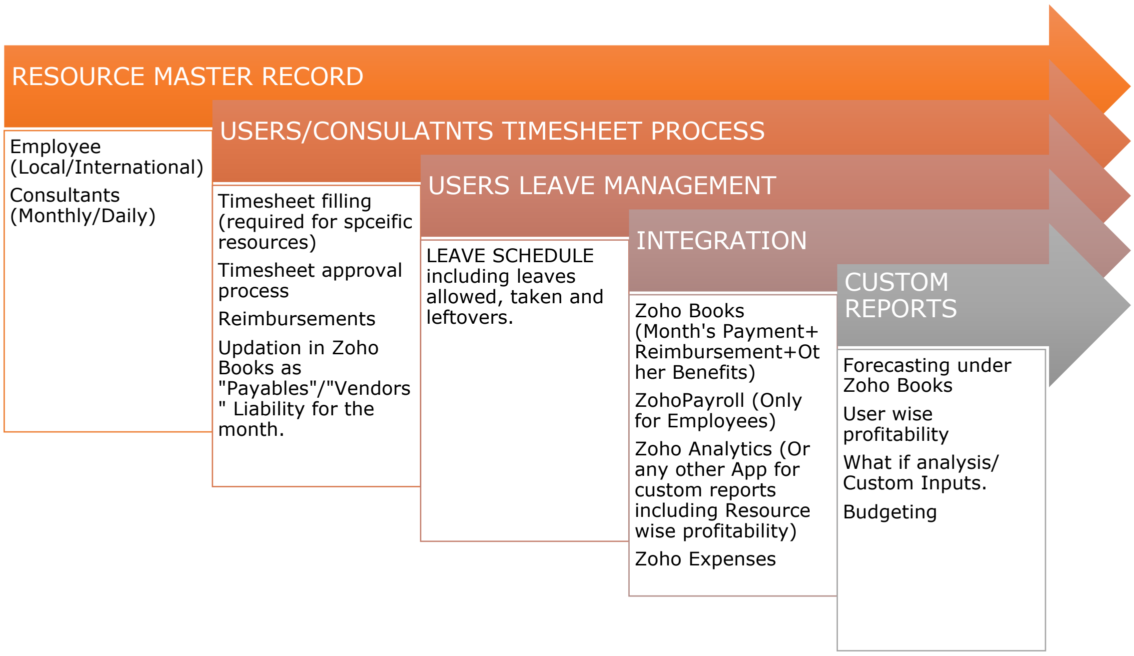
.8. Go-Live Support:

1. Provide at least 1 week of support during the initial go-live phase.
2. Address any immediate issues and ensure a smooth transition to the new system.

The following sections, in detail, list the prerequisite business processes or customization requirements.

2. Process Details

2.1. Resource Master Record



PROGRC. has three different types of users as listed below.

1) Regular Employees – Paid monthly.
2) Monthly Contracting Consultants – Paid on a monthly basis.
3) Daily Contracting Consultants – Paid on a daily basis but per month.

PROGRC. has four different leave policies based on the contract signed or as per regulatory requirements for the above-mentioned users.

1) No Leaves
2) 12 Days of Earned Leaves
3) 21 Days of Earned Leaves
4) 30 Days of Earned Leaves

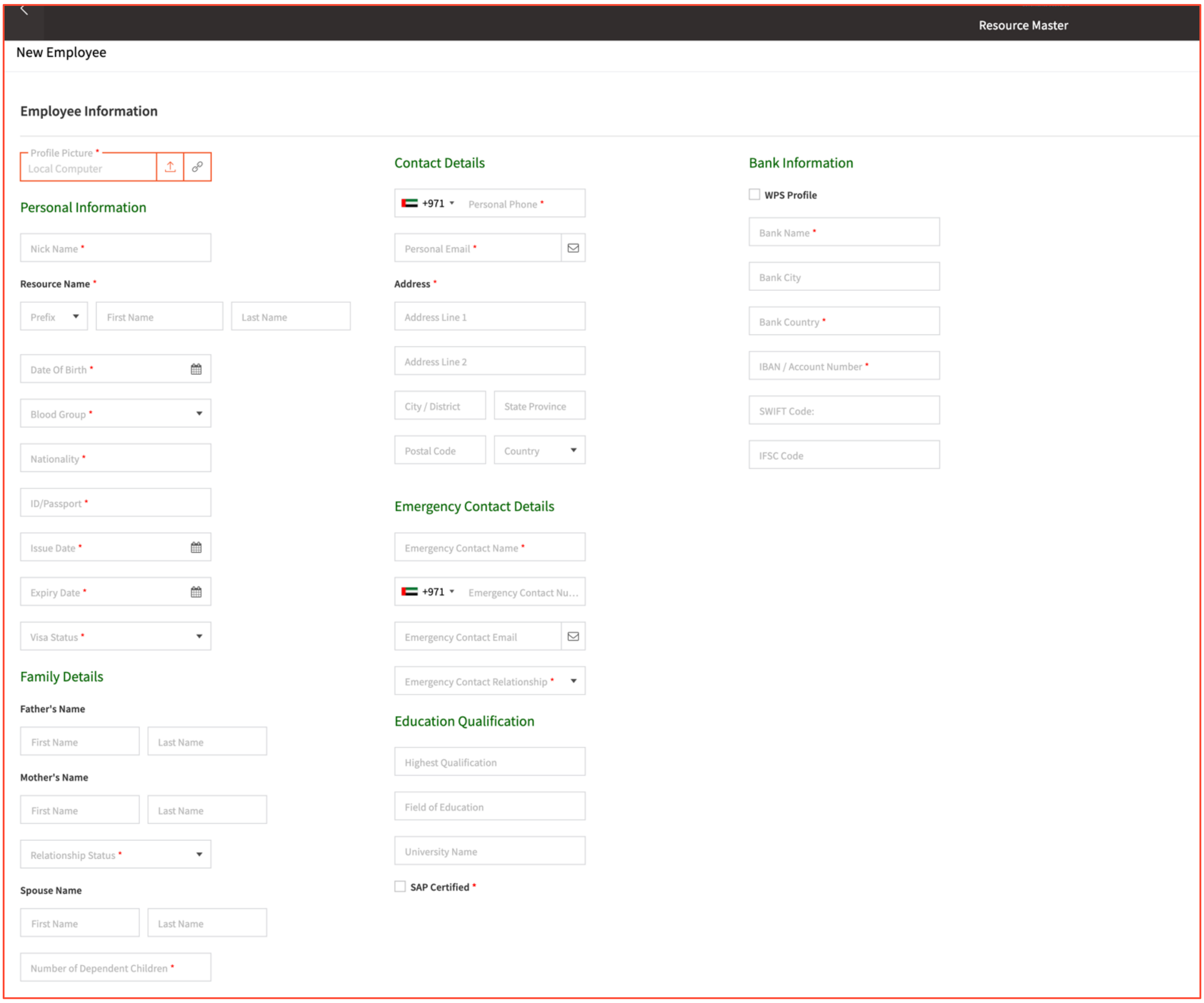
The above-mentioned users will be paid based on their work location.

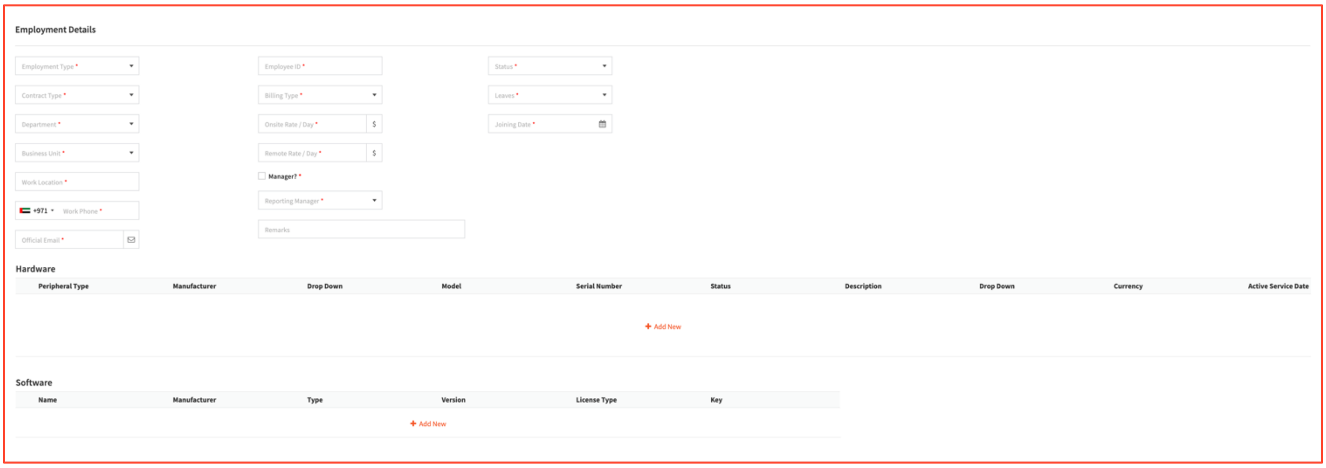
1) Onsite

2) Remote

Each user will have a different rate based on the contract signed, work location, experience, and other factors.

All this information needs to be captured in the Employee form where a master list should be maintained as part of the profile. An example is show from the below screenshot.





Drop Down Information from this form:

Visa Status:

1) No Visa
2) Business Visa
3) Work Permit
4) Visit Visa

*An additional editable field would be required to select for which country this selection is being made and an option to add multiple lines of "Visa Status" along with the country the consultant has.

Data Mapping to be done for below listed dropdown items

Contract Type:

1) Monthly Billing – Then Monthly rate of Remote & Onsite rates to be maintained.
2) Daily Billing – Then Daily rate of Remote & Onsite rates to be maintained.

Billing Type:

Relevant numbers for below listed items needs to be maintained so they can reflect in revenue based on rate selected from dropdown as listed below.

1) C Rate
2) A Rate
3) D Rate
4) N/A

Leaves:

Leave policy mapping needs to be done based on the leave policy selected from the dropdown as listed below.

1) No Leaves
2) 12 Days
3) 21 Days
4) 30 Days

3. Roles and Permissions to Master Record

Roles:

- Director
- People Admin
- Project Manager 1
- Project Manager 2
- Consultant

Permissions:

- Admin can view and edit specific records (e.g., timesheet approvers, consultant types).
- Project Manager 1 and 2 can approve/reject timesheets but cannot edit master records.
- Consultants can submit timesheets but cannot view or edit master records.

4. Enable adding sub-contractors under one contractor.
5. Start and End Date of Contracts, updated if renewed. Mail notification to be sent 1 month before the contract end date to Competency Team.

2.2. Timesheet Management

1) The checkbox should be visible and editable by designated roles (e.g., Project Managers) to indicate if timesheet submission is mandatory for the user/consultant associated with the record.

   a. Users for whom timesheets are required should have access to a timesheet form. They must be able to fill in their hours worked, project details, and any other required fields. Once completed, the timesheet can be submitted to the first approver.

   An example of a timesheet outlook is as follows post submission, timesheet as template:

Project Name:	As per projects created in zoho books
Consultant Name:	Consulatnt filing the timesheet
Period:	May-2024
Start Date:	28-Apr-2024

PROGRC. Governance Delivered

Date	Task Description	Location/ Time off	Notes
28-Apr-2024	Marwa: SA630 Analysis & Design Discussions BTP: Existing Subaccount Analysis for Migration BTP: Neo to Cloud Foundry Migration Assessment BTP: Intial Sheet for existing solutions on BTP BTP: Services mapping from Neo-to-CloudFoundry	Onsite	
29-Apr-2024	Marwa: SA630 Analysis & Design Discussions BTP: Existing Subaccount Analysis for Migration BTP: Neo to Cloud Foundry Migration Assessment BTP: Intial Sheet for existing solutions on BTP BTP: Services mapping from Neo-to-CloudFoundry	Onsite	
30-Apr-2024	Marwa: SA630 Analysis & Design Discussions BTP: Existing Subaccount Analysis for Migration BTP: Neo to Cloud Foundry Migration Assessment BTP: Intial Sheet for existing solutions on BTP BTP: Services mapping from Neo-to-CloudFoundry	Onsite	
01-May-2024	Marwa: SA630 Analysis & Design Discussions BTP: Existing Subaccount Analysis for Migration BTP: Neo to Cloud Foundry Migration Assessment BTP: Intial Sheet for existing solutions on BTP BTP: Services mapping from Neo-to-CloudFoundry	Onsite	
02-May-2024	Marwa: SA630 Analysis & Design Discussions BTP: Existing Subaccount Analysis for Migration BTP: Neo to Cloud Foundry Migration Assessment BTP: Intial Sheet for existing solutions on BTP BTP: Services mapping from Neo-to-CloudFoundry	Onsite	
05-May-2024	BTP: Administration Support BTP: Neo to Cloud Foundry Migration	Onsite	

   b. Time Log template:

      i. It requires some customization, to incorporate "Onsite" or "Remote".

      ii. Overall timesheet to capture the leaves applied on Zoho people and applicability of leaves as per applicable leave policy for each employee. As maintain in their respective profiles. Applicability of the leave policy to each employee should be connected. Further details are explained in "Leave Management" section.

c. Approval of Timesheet:
   i. First Approver receives notification for submitted timesheet
   ii. They can review and send for rework or approve or reject the timesheet with comments.
   iii. Email notification will be sent to employee with timesheet status post action by first approver.
   iv. Approved timesheets should be downloadable as PDF documents by the consultant in above shown format with approver's e-signature.
   v. Employee will download timesheet approved by first approver and attaches the signed timesheet by customer/screenshot of customer approval to trigger Second approver workflow.
   vi. Second Approver Review:
      - Timesheet will turn into editable format only by second approver and second approver will make necessary changes on timesheet as per customer's approval.
d. The Second approver can then submit the final approved timesheet for payment release (integration with Zoho books).
   i. Once second approval is completed, system will push the Payslips to each employee's account based on their Onsite and Remote rate on their profiles. And the same will be pushed into Books as bills/salary payables.
   ii.

2.3. Reimbursement Management

1. Consultants can upload reimbursable expenses via a form.
2. Each expense entry should include details like date, amount, description, and receipts.
3. Only one assigned approver reviews and approves or rejects submitted expenses and submit the same for payment release (integration with Zoho books).

Expense Reimbursement Form

Employee/Consultant Name:
ID:

Project Manager Name:

Reimbursement Purpose:

Itemized Expenses

DATE	DESCRIPTION	AMOUNT
		$ -
		$ -

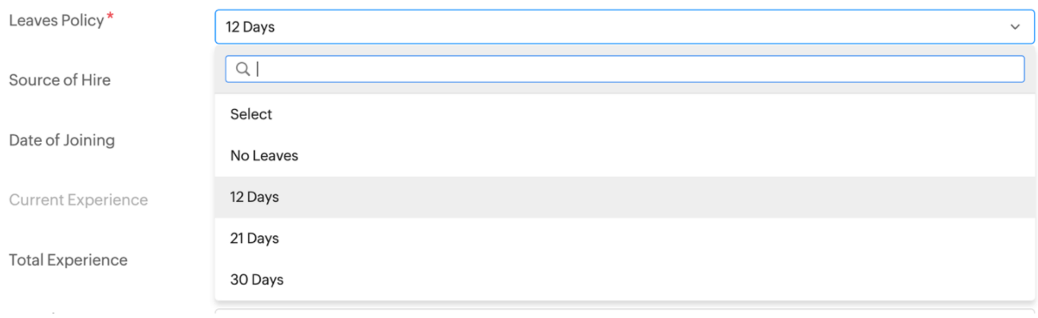
Don't forget to attach receipts!

Employee Signature

Approval Signature

2.4. Leave Management

4. Several unique leave policies are defined in system and applicability needs to be mapped to each employee based on custom drop down created for this purpose. As of now these drop-down items in profile has no mapping to actual leave polices defined in Zoho People.



5. Calculate the total number of leaves taken by a resource based on the timesheet entries.
6. Display this information in the leave report.
7. Generate summary reports to provide an overview of leave balances across all resources.

3. Integrations

3.1. Integration with Zoho Books

1. Timesheets filled by daily billing users should reflect "working days" of the month only

#	Item & Description	Qty	Rate	Amount
1	ONSITE	22.00	700.00	15,400.00
2	REMOTE	0.00	0.00	0.00
			Sub Total	15,400.00

Total	$15,400.00
Payments Made	(-) 15,400.00

2. Timesheets filled by Monthly users should reflect 30/31/29/28 payable days as standard based on number of calendar days in each month (if no leaves are taken: refer to Leave Management for details). Example of billing sheet is given below with assumption of 30 days calendar.

Bill From

TEST SHUKLA
TRN 123456789101234

Bill Date : 24 Jul 2024
Due Date : 24 Jul 2024
Terms : Due on Receipt

#	Item & Description	Customer Details	Qty	Rate	Tax	Amount
1	Onsite	Customer 1 Project 1 Non-Billable	1.00	120.00	6.00 5.00%	120.00
2	Remote	Customer 1 Project 1 Non-Billable	1.00	90.00	4.50 5.00%	90.00
			Sub Total	10.50	210.00	

Total	AED220.50
Balance Due	AED220.50

3. Zoho Books should capture both approved timesheets and reimbursable expenses.
4. When the first approver submits the final approved timesheet and expenses, Zoho Books should record the payment due for the month.
5. If notifications and alerts for pending payments.
6. Bill/Salary Payable Details:
   - Automate the assignment of generated bills/salary payables to specific customers and respective projects.
   - Make these bills recurring for "Forecasting".
7. Forecasting:
   - Enable forecasting in a format other than existing cashflow forecasting (which is based on indirect method)
   - We either need Direct Method of cashflow statement or forecast as follows:

PROJECT RESOURCES	Name		Jul-24		Aug-24		Sep-24
PROJECT 1	Consultant 1	$	100.00	$	100.00	$	100.00
PROJECT 1	Consultant 2	$	150.00	$	150.00	$	150.00
PROJECT 1	Consultant 3	$	120.00	$	120.00	$	120.00
PROJECT 1	Consultant 4	$	143.33	$	143.33	$	143.33
PROJECT 1	Consultant 5	$	153.33	$	153.33	$	153.33
PROJECT 1	Consultant 6	$	163.33	$	163.33	$	163.33
PROJECT 1	Consultant 7	$	173.33	$	173.33	$	173.33
PROJECT 2	Consultant 8	$	183.33	$	183.33	$	183.33
PROJECT 3	Consultant 9	$	193.33	$	193.33	$	193.33
PROJECT 4	Consultant 10	$	203.33	$	203.33	$	203.33
TOTAL PROJECT RESOURCE COSTS		$	1,583.33	$	1,583.33	$	1,583.33
OTHER PROJECT COSTS							
Reimbursements	Reimbursements	$	500.00	$	900.00	$	1,200.00
	Others	$	150.00	$	300.00	$	250.00
OPERATIONAL COSTS							
Employee Salaries	Employee 1	$	200.00	$	600.00	$	800.00
	Employee 2	$	300.00	$	300.00	$	300.00
	Employee 3	$	250.00	$	250.00	$	250.00
Contractor Salaries	Employee 4	$	400.00	$	400.00	$	400.00
	Employee 5	$	150.00	$	150.00	$	150.00
	Employee 6	$	200.00	$	600.00	$	800.00
	Employee 7	$	200.00	$	600.00	$	800.00
	Other Admin Costs			$	2,726.28	$	2,726.28
TOTAL CASHOUTFLOW		$	3,933.33	$	8,409.61	$	9,259.61
CASH INFLOWS	PROJECT 1	$	5,000.00	$	5,000.00	$	1,000.00
	PROJECT 2	$	3,000.00	$	3,000.00	$	3,000.00
	PROJECT 3	$	2,500.00	$	2,500.00	$	2,500.00
	PROJECT 4	$	1,900.00	$	1,900.00	$	1,900.00
TOTAL CASHINFLOW		$	12,400.00	$	12,400.00	$	8,400.00
NET CASHFLOW		$	8,466.67	$	3,990.39	$	(859.61)

4. Onboarding

Employee and Contractor onboard flow has to be built as per the defined custom process and required templates need to be generated with provided information.

Further details to be provided in separate attachment as PPT along with the scope of work.

5. Custom Reports

1. Either Master record or a section in custom report/Zoho expenses should allow us to enter benefits given to any resource such as payment made for accommodation/travel.
2. In addition to information from timesheet for costing, another time record form similar to the image below, amendable by project manager should capture approved billable days.

										Total Days Consumed+Forecast :													363		
			May - On Site	May - Remote		Jun-24																			
Project Name	C/D/N	Skills	32	4	MAY TOTAL DAYS	01-Sat	02-Sun	03-Mon	04-Tue	05-Wed	06-Thu	07-Fri	08-Sat	09-Sun	10-Mon	11-Tue	12-Wed	13-Thu	14-Fri	15-Sat	16-Sun	17-Mon	18-Tue	19-Wed	20-Thu
PROJECT 1	N	PMO - PD	Consultant 1		0																				
PROJECT 1	C	Project Manager	Consultant 2		16		C	C	C	C	C			C	C	C	C	C							C
PROJECT 1	D	OCM Consultant	Consultant 3		4		D	D	D	D															
PROJECT 1	C	OCM Consultant	Consultant 4		0																				
PROJECT 2	C	SAP FI Consultant - Solution Architect	Consultant 5		16		C	C	C	C	C			C	C	C	C	C							C

3. Revenue Billability of each user assigned in Resource Master Record linked with above approved day should reflect revenue generated by each user each month.
4. Generate user-wise profitability reports by tracking the monthly revenue attached to each resource and respective user cost.
5. Consultant Paystubs should be generatable in zoho people like payslip in zoho payroll. As in zoho payroll, the moment we run "payroll" and mark it as "paid" payslip is sent to specific employee. A similar process should be in place for consultants in zoho people.
6. Enable custom inputs for generating reports such as:
    a. Assignment of specific user costs to revenue generating users.

   b. Assignment of operational costs to users based on their proportion of revenue generated.

7. Advance Request Form, only enabled for 2 weeks after being onsite (from onboarding process) for consultants who has less than 5 years of experience. For all other consultants, this form should not be accessible.
8. In case of exception, HR should be able to send/enable “Advance request form” from Zoho People for issuing advances, on case-by-case basis.
9. Reimbursement Form, Consultant should be able to fill in, upload supporting documents and send it for approval to Manager.
   a. All amount he fills in should be converted to USD via rates from xe.com if not then we will add manual exchange rates
   b. Generate another "Payable Consultant- Other #Project Name# Expense Account" in Zoho books once after Seema/Farooq approves.
   c. If it is approved before 15th of a month, it should be payable by 31st of same month. If approved after 15th of a month it should be payable by last day of next month.
10. Asset Handover form attached. Please consider this as optional to assign the asset (laptop or Mobile) and this should be a separate form to be signed by the consultants via e-signature. Format is attached in PDF along with this SoW.

6. Support Approach

To ensure a smooth transition and effective use of the new solution after implementation, post-go-live support will start soon after go-live and is planned for two-week post-go-live. Some of the key points to be considered for support and essential for complete project sign-off are as follows

- Establish and communicate a process for reporting and resolving issues or bugs that may arise.
- Provide a prioritized list of common issues with corresponding troubleshooting steps.
- Monitor the system for any performance issues or irregularities.
- Conduct additional training sessions for the team to address last-minute questions and advanced features.
- Supply comprehensive documentation, including user manuals and troubleshooting guides.
- Assist in verifying that all data has been migrated correctly and is intact.
- Conduct a formal handover process to transfer knowledge to the internal team.