argano

Client Legal Entity Name
Dynamics 365 Finance and Operations

Prepared for: CLIENT LEGAL ENTITY NAME

==Today's Date==

Letter of Transmittal to ==<Client Legal Entity Name> (<Client Short Name>)==

Re: RFP

To whom it may concern, this response to the ==<Client Name>== RFP is hereby submitted by Argano:

<u>Submitted by:</u>

Argano

6100 West Plano Parkway

Suite 1800,

Plano, Texas 75093

Attn: Legal: Elizabeth Frederic

<u>Vendor Contact Information:</u>

==SAM/CSM Name, Position, Phone No., Email==

==DSE/DCE Name, Position, Phone No., Email==

==<Client Short Name>== <u>Contact Information:</u>

Name:

Title:

Phone:

Email:

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Executive Summary

Argano, LLC ("Argano") is excited to have an opportunity to ==re-engage/engage== with the ==<Client Legal Enity Name>== ("Client") team in this project to ==<short description or project>==. We believe Argano can be successful in delivering your vision with our knowledge of your business, expanded team and partnership.

==Fill in appropriate background information for the Client.==

==It is important that we validate and discuss objectives prior to the engagement. Our proposal is based on these initial objectives:==

Strategic Goals	Measures of Success
==Single ERP application for consolidated operations and reporting==	==Internal productivity increase==
==Increased inventory and shipping visibility==	==Improved management of supply chain and orders==
==Less IT maintenance and licensing costs==	==IT can free up bandwidth to work on other projects==

Argano is confident we can deliver on the Project Scope depicted below given our extensive technical and functional expertise in ==<fill in information>==

==Insert Image of Project Scope==

The Argano Delivery Methodology brings strong discipline to ensure a successful implementation and eventual Client ownership of the system once deployed. The proposed implementation timeline is below:

==Insert Image of Proposed Implementation timeline==

Estimate Cost Summary

Description	Estimated Fees (Low)	Estimated Fees (High)
Estimated Professional Services	$XX	$XX

Company Overview

Argano is a global consulting firm and top-ranked Microsoft Dynamics Gold Certified Partner that empowers organizations around the world to digitally transform and grow their businesses. Our expert consultants offer strategic consulting and advisory services, implementation services, application and technical support, managed services, as well as packaged software solutions that facilitate our clients' innovation using Microsoft Dynamics ERP, CRM, Business Intelligence/Analytics, Power Platform, and other related Microsoft cloud solutions.

As a member of Microsoft's prestigious Inner Circle and Winner of US Partner of the Year for Dynamics 365 Finance, Argano specializes in global implementations, often with complex business processes. Our ERP team specializes in delivering solutions to manufacturing and distribution organizations with a need to meet their customers where they are, in an efficient and relevant way. Our long history of serving a wide variety of industries enables us to align with our clients' strategic objectives to effectively help them re-engineer and redefine themselves to be more responsive to market dynamics, deliver outstanding customer experiences, break down organizational silos, and streamline business processes.

Argano is a celebrated partner within the Microsoft community, having won many accolades due to our excellent sales performance, as well as our breadth of products and services that are ultimately unmatched in the industry, embodying the following attributes and experiences:

- Success in implementing and supporting complete system solutions to support our clients across manufacturing and distribution industries
- Deep experience in supporting, migrating, and upgrading clients from the very earliest versions of Dynamics to the latest Dynamics 365 versions
- Credentialed and experienced consultants that leverage industry best practices
- Utilization of an Agile and Iterative Implementation Methodology that promotes rapid customer ownership and decreased project costs
- Executive commitment to the success of our clients

Service Capabilities

This proposal is for Argano consulting services for <Client Project Name>. Argano will lead, work alongside, and assist the [Company] team with the various activities including analysis, design, build, development, training and testing as described in this proposal.

Argano will provide project management services for this engagement, which will include coordination of the Argano consultants and their activities. [Company] will also provide a project manager for this engagement to work alongside the Argano project manager and ensure that the [Company] team is performing their required activities.

The primary goal of this proposal is to provide a high-level estimate and approach of <description of project>

Objectives for this project are:

INSERT OBJECTIVES

Scope

Locations

Argano services to be provided at the following Client locations:

- Location 1
- Location 2
- Location 3

Unless otherwise stated, all services specified will be performed remotely.

However, any travel, if required, will be pre-arranged and agreed upon between the Client and Argano. Travel guidelines and any health, safety or other restrictions will be provided by government and company policies.

Business Process In-Scope

Argano's proposed services address the configuration, implementation, and support of the following business processes:

Business Functions: <List (copy/paste) business processes here from the estimate sheet>

Key Project Assumptions

Argano's proposed services and subsequent estimates are based on the following project assumptions:

Key Assumptions:

INSERT HERE

Technical:

INSERT HERE

Data Migration:

INSERT HERE

Data Area	Type	Conversion Process	Notes
Chart of Accounts	Master Data		
Contacts	Master Data		
Customers	Master Data		
Employees	Master Data		
Exchange Rates	Master Data		
Fixed Assets	Master Data		
G/L – Beg Acct Balances	Master Data		
Leads	Master Data	Choose an item	
Open Purchase Orders	Master Data		
Opportunities	Master Data		
Products – Master List	Master Data		
Projects	Master Data		

Data Area	Type	Conversion Process	Notes
Prospects	Master Data		
Vendors	Master Data		
Workers	Master Data		
Bank Transactions	Transactional Data		
Customer Transactions	Transactional Data		
G/L - Transactions	Transactional Data		
Open Sales Orders	Transactional Data		
Vendor Transactions	Transactional Data		
Open Purchase Orders	Transactional Data		
Open Production Orders	Transactional Data		
Open Transfer Orders	Transactional Data		

Reporting:

INSERT HERE

Security:

INSERT HERE

Resources:

INSERT HERE

Functional Assumptions:

<mark>INSERT HERE</mark>

Licensing Assumptions:

<mark>INSERT HERE</mark>

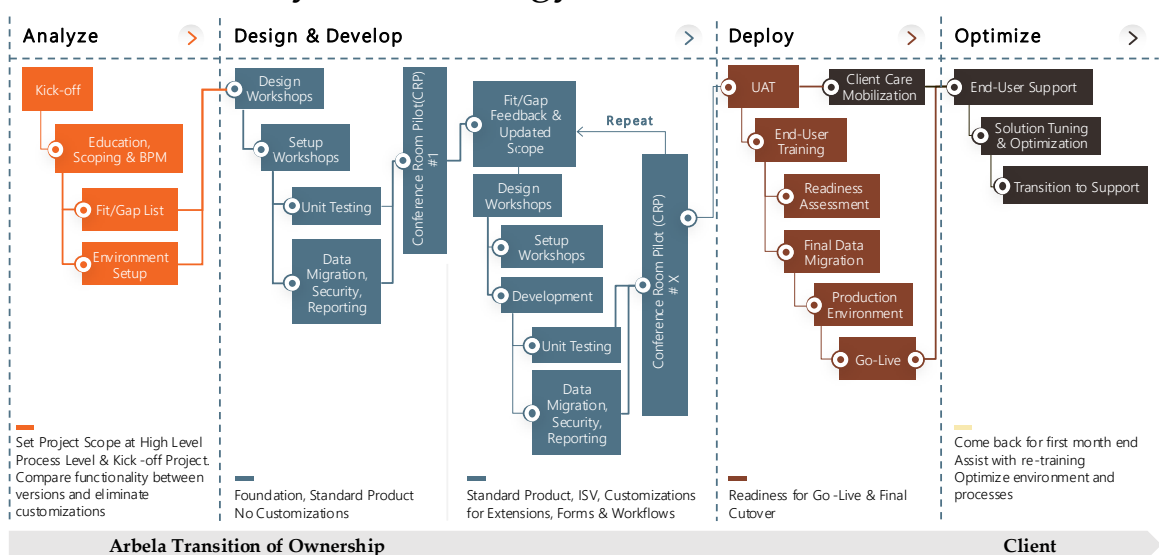## Implementation Plan and Details

Project Approach

Argano Delivery Methodology ("ADM") is based on an agile approach to the Microsoft Dynamics Sure Step process that has been proven to be both effective and efficient. Our methodology guidelines are based on out-of-the-box functionality, educating the super users in IT as well as in each functional area, and business process re-engineering.

Under our proposed pro-active strategic relationship, we will provide a dedicated Executive Sponsor from Argano who will work directly with your leadership and the project team reducing risk and increasing value achieved.

Argano's ADM organizes the approach into 5 phases during the implementation project lifecycle.

Arbela Delivery Methodology

*Project Initiation not depicted above but occurs prior to Analyze

The following sections provide more detail on how we will execute each of the phases and the activities that are the responsibility of Argano and our client.
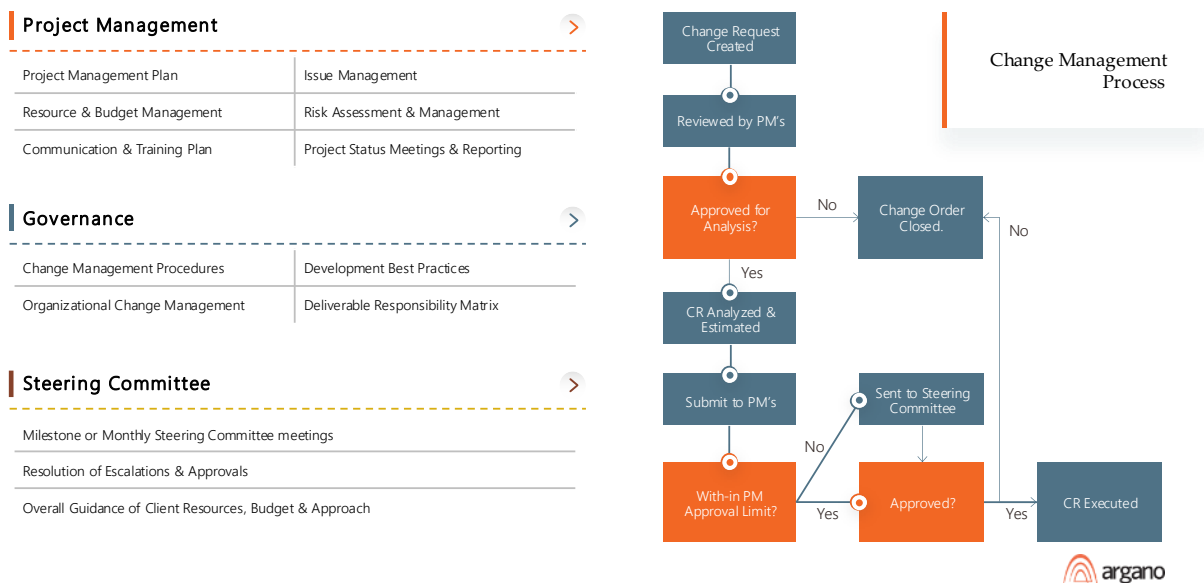
Phase 1: Project Initiation

Clearly defined management and governance processes are crucial components of successful implementation projects. Argano will provide a project manager who will work alongside Client's project manager to lead the project. Some of the key responsibilities and activities include:

- Empowerment to make, escalate, or coordinate decisions
- Ensuring a dedicated and qualified team to deliver a successful engagement
- Providing Project and Strategic Management to ensure project success within budget and in a timely manner
- Environment Setup
- Implement the system based on the Argano Delivery Methodology

Our tight change control process ensures transparency, joint decision making and mutual success for projects.

Project Management & Governance

Project Management ›

Project Management Plan	Issue Management
Resource & Budget Management	Risk Assessment & Management
Communication & Training Plan	Project Status Meetings & Reporting

Governance ›

Change Management Procedures	Development Best Practices
Organizational Change Management	Deliverable Responsibility Matrix

Steering Committee ›

Milestone or Monthly Steering Committee meetings

Resolution of Escalations & Approvals

Overall Guidance of Client Resources, Budget & Approach

Change Management Process

Key Deliverables from Project Initiation

Deliverable	Tasks	Responsibility
Project Management Plan ("PMP")	Complete the Project Management Plan as part of the project initiation stage	Argano
Configured Project Azure DevOps site	Setup and configure Azure DevOps site ready for use, including standard process library and reporting dashboard	Argano
Deployment of MFA	Deploy Multi-Factor Authentication to all project team members, in accordance with Microsoft Security Protocol	Argano/Client

Phase 2: Analyze

Argano will perform the following activities within the Analysis stage:

- Conduct D365 concept training
- Review the business process master list and confirm which processes are in-scope
- Identify potential gaps by business process, provide ballpark development estimates for each
- Identify any potential enhancements in-scope
- Identify any integrations in-scope
- Confirm any 3rd party/ISV solutions in-scope
- Validate data migration entities in-scope and confirm their methods of import
- Initiate the data migration process – perform discovery and begin creating the required import templates

Key Deliverables from Analyze

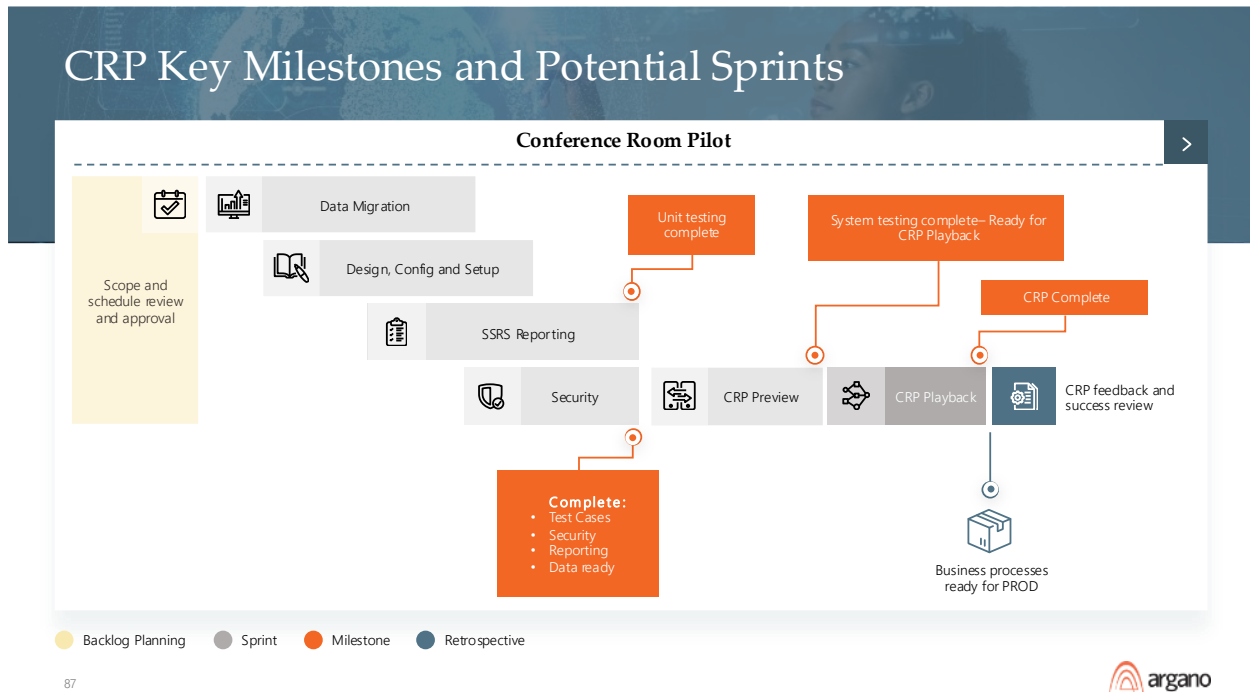| Deliverable	Tasks	Responsibility
Completed D365 Concept Training	Deliver concept training to Client covering all areas in-scope for this engagement	Argano
Solution Map	Create overview of the proposed solution	Argano
Confirmed Scope by Business Process	Update Business Process Master List in Azure DevOps – set status to 'in-scope' or 'out-of-scope'	Argano

Deliverable	Tasks	Responsibility
Business Process Requirements	Provide requirements to Argano based on business processes in enough detail to determine at a high-level if standard D365 functionality will support those requirements, or if there are gaps to be addressed during design	Client
Documented Requirements by Business Process	Document high-level business requirements by business process in Azure DevOps	Argano
Accepted Requirements by Business Process	Review the documented high-level business requirements by business process in Azure DevOps and provide approval for their content and format	Client
Identification of Enhancements In-Scope	Provide a preliminary listing of potential enhancements in-scope, including a ballpark development effort and solution design approach	Argano
Identification of Integrations In-Scope	Provide a listing of integrations in-scope, including a ballpark development effort and solution design approach	Argano
Identification of any 3rd Party/ISV Solutions In-Scope	Provide a listing of any required 3rd party/ISV solutions in-scope	Argano
Validation of Data Migration Entities In-Scope	Provide a listing of data migration entities in-scope, including their expected methods of import	Argano

Phase 3: Design and Develop

The Design and Develop Phase cover the key activities of design, build, testing, training, data migration and reporting.

As part of the Design and Develop stage, Argano consultants will conduct system design workshops with Client for each business process in scope as confirmed in the Analysis stage.

CRP Key Milestones and Potential Sprints

The following key activities are contained within the Design and Develop Phase:

- Design of to-be business processes
- Design of standard D365 to support to-be business processes
- Design of required enhancements and integrations
- Setup and configuration of standard D365
- Development of enhancements
- Development of integrations
- Data migration
- Testing
- Training of Client SMEs

Key Deliverables from Design/Develop

The following table details the design deliverables as part of the configuration of standard D365 activities.

Deliverable	Tasks	Responsibility
Configuration of Dynamics 365 Gold Environment	Configure the D365 Gold environment as per the approved design	Argano
Approved Dynamics 365 Configuration in Gold Environment	Approve the configured D365 Gold environment	Client

The following table details Enhancement Deliverables that are not In-Scope, but informational, as part of the Design and Develop Phase.

Deliverable	Tasks	Responsibility
Functional Design Documents for In-Scope Enhancements	Conduct design workshops to determine the required system enhancements and document the required design with FDD where required. The FDD will be attached in Azure DevOps.	Argano
Approved Functional Design Documents	Approve the functional design documents in Azure DevOps	Client
Technical Design Specifications for 'Complex' Enhancements	Where required, TDS will be created in support of 'complex' enhancements	Argano
Development of Enhancements	Development, test, and deployment to pre-production of in-scope enhancements	Argano
Business process Documentation	Create all required business process documentation	Client

The following table details the deliverables as part of the security Design and Development:

Deliverable	Tasks	Responsibility
D365 Security Training	Train Client IT resources on how to configure, deploy and maintain security roles	Argano
Security Role Design	Identify the standard D365 roles, based on the requirements, which closest fit those requirements and identify where custom roles will be needed to meet the requirements	Argano
Security Role Configuration	Configure D365 security roles	Client
Security Role Deployment	Package, deploy and assign security roles to users	Client
Security Role Testing	Test security roles to ensure configuration meets users' needs	Client

Phase 4: Deploy (Go-Live)

As part of the Deploy stage, Argano consultants will help Client with the execution of User Acceptance Testing ("UAT") for the overall solution and perform final Go-Live readiness activities in conjunction with Client and Microsoft.

Key activities include final data migration, and creation of the Production environment based on the Gold environment that has been developed during the Design and Develop stage. End-user training is also conducted, which is led by Client and supported by Argano.

UAT signoff is expected upon completion of the Deploy stage.

Key Deliverables from Development

The following table details specific tasks and deliverables as part of the deploy activities.

Deliverable	Tasks	Responsibility
Go-Live Readiness Checklist	Complete the Microsoft-provided checklist to the satisfaction of Microsoft as a pre-requisite to Go-Live	Client
UAT Signoff	Confirm that UAT has been completed satisfactorily	Client
Cut-over Checklist	Complete the Argano-provided cut-over checklist	Argano

Phase 5: Optimize

Immediately following Go-Live, Argano shall provide Client with support and assistance, the amount and duration of which is determined by the project budget.

Key Deliverables from Optimize

Deliverable	Responsible
Project Closure Report	Argano
Post-Go-Live Support Plan	Argano

Proposed Timeline

Currently, the proposed timeline is preliminary based on Argano's knowledge of Client's business and business process requirements. Further discovery may lead to changes in the timeline, and Argano commits to collaborate with Client to align on this timeline.

Our preliminary timeline for the <type of project> project is estimated below:
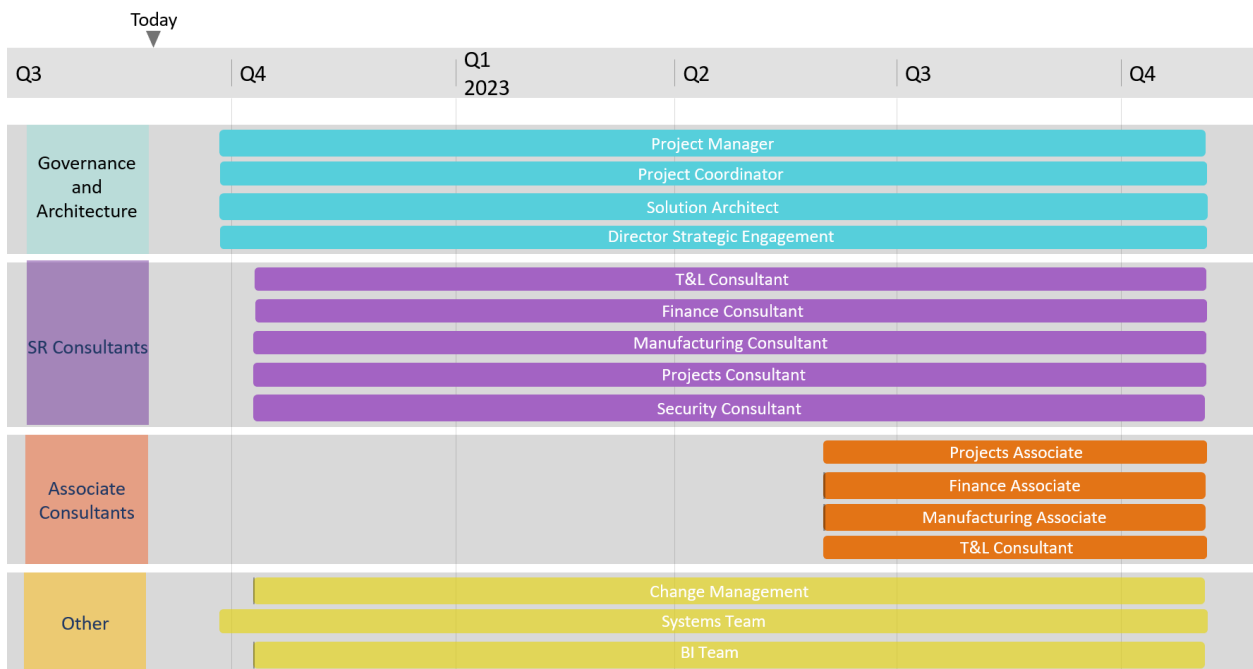
INSERT PROJECT TIMELINE

Resources

Named resources are part of the Argano on-boarding and project initiation process to ensure that they align with the final formal SOW.

However, the project leadership team below will be assigned at this point in the process to the extent that they are available upon SOW execution and project start, including:

Name	Title	Project Role

Resource Plan

Below is the proposed Resource plan with each box representing roles from the Argano consulting team. Resources will be shared for cost savings purposes. The Associate consulting team will be utilized to provide additional on-site go-live support.

Client References

The following pages highlight some of the customers that Argano has led implementation projects on. The information below is provided to Client[Company] under strict confidentiality.

Client Name - <u>website</u>

- Project Information/Details

<u>Argano Client: Since 20XX</u>

Client Name - <u>website</u>

- Project Information/Details

<u>Argano Client: Since 20XX</u>

Terms and Conditions

If Argano is awarded the work, the corresponding MSA and SOW will govern the implementation.

Pricing Proposal

Phase	Estimated Low Hours	Estimated High Hours	Estimated Extended Low Fees	Estimated Extended High Fees
Project Initiation				
Analysis				
Design & Develop				
Deploy				
Optimize				
Total Estimated Consulting Services	XX	XX	$XX	$XX
Project Architecture & Governance	XX	XX	$XX	$XX
Total Estimated USD Professional Services	XX	XX	$XX	$XX

Conclusion

We are completely confident that we can meet every featured requirement outlined in your RFP as well as deliver the implementation quickly, and successfully. This will give you the confidence to determine your next undertaking in your digital transformation and to make the Microsoft technology stack an integral part of that journey.

Appendix 1 - Responsibilities

The following table details specific responsibilities as part of our implementation proposal for further clarity:

Responsibility	Client	Argano
Provide a project manager that is empowered to make, escalate and/or coordinate decisions with regards to the implementation	X	
Provide management support of this project and proactive management of the schedule and resource commitment to minimize unproductive activities	X	
Provide organization-wide executive level oversight to ensure super-user (subject matter experts), IT, and end-user involvement	X	
Provide executive leadership to drive project change	X	
Ensure that a dedicated and qualified team, including project management, is in place with the authority and necessary support to determine future-state business processes	X	
Provide access to key business and IT stakeholders	X	
Identify a single point of contact at each Client location as local project manager for all issues on the specific site	X	
Provide local and global project managers to coordinate with various users, arrange meetings and reviews, communicate, obtain necessary approvals, review deliverables, and provide timely updates to all parties	X	
Ensure that Client resources will be available to assist in planned and unplanned activities as needed	X	
Identify appropriate IT/hardware/environment resources for all hardware and system infrastructure issues	X	
Provide subject matter expertise from a client company policy and business process perspective	X	
Implement the required changes to business processes	X	

Responsibility	Client	Argano
Provide access to Argano resources to the necessary environments, infrastructure, software, and servers, including secure, remote access as required	X	
Provide a designated person to schedule any on-site visits required in advance	X	
Approve all project deliverables in a timely manner	X	
Review key documents in a timely manner	X	X
Provide a global project manager who will develop an overall project plan and communicate the plans tasks and activities across all sites	X	X
Provide a status report detailing accomplishments, risks and issues, and progress against schedule and budget	X	X
Implement the system based on the Argano Implementation Methodology	X	X
Provide Azure DevOps training to client		X
Provide appropriate consulting resources		X
Act as a liaison with Microsoft		X
Execute and manage appropriate organizational change management activities in support of the project	X	
Assume responsibility for maintenance and management of the D365 infrastructure and environments required in support of the project	X	
Provide licensed, administrative access to all non-Production environments for all Argano consultants assigned to the project	X	
Manage Azure infrastructure and the related environments	X	X
Provide guidance on server requirements, sizing, and configuration		X
Install 3rd-party/ISV applications that are in scope	X	
Coordinate all production environment updates and changes	X	X
Follow client's production support access procedures	X	X

Responsibility	Client	Argano
Provide licensed, administrative access to all Non-Production environments for all Argano consultants assigned to the project	X	
Provide business process list for review and discussion with Client		X
Commit to minimize enhancements and rather change business processes where possible	X	
Document all business processes	X	
Provide best practice recommendations to maximize the use of the system and to minimize enhancements		X
Training on how to configure, deploy and maintain security roles		X
Provide security requirements	X	
Identification of the standard D365 security roles, based on the requirements, which closest fit those requirements and identify where custom roles will be needed to meet any additional requirements		X
Configuration of security roles	X	
Package, deploy and assign security roles to users	X	
Test security roles to ensure configuration meets users' needs	X	
Extract and cleanse data from application legacy system(s)	X	
Validate the accuracy of imported data	X	
Provide data migration template(s)		X
Provide "Train the Trainer" training		X
Deliver end-user training	X	
Mentor client key users		X
Create the required training materials and supporting documentation	X	
Execute unit testing prior to release to client		X

Responsibility	Client	Argano
Assist Client with the creation of a test plan		X
Create test plan	X	
Provide test script templates		X
Execute user acceptance testing (UAT)	X	
Create detailed test scripts in support of UAT	X	
Drive end-user interaction during testing	X	
Approve the results of testing, take responsibility for the success of testing and the relevant system verification	X	
Create the required process documentation in support of testing	X	
Ensure that all users invest adequate time to be properly trained and have adequate capabilities within the system	X	
Provide support during testing of 3rd-party/ISV applications that are in scope	X	X
Provide functional support during the user system testing	X	X
Perform testing of enhancements	X	X
Provide relevant and appropriate and test data	X	
Confirm any known issues prior to Go-Live in writing	X	
Setup and maintain users in the production environment	X	
Assume responsibility for all data, systems configurations, and setups in the production environment	X	
Provide assistance to client during first month-end/period close		X
Complete required project closure activities		X