Proposal for

Microsoft Dynamics NAV 2013 Implementation for

ISKCON - BANGALORE

Submitted by:

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Document No.	ABS/2014-15/ISKCON/01
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Version No.	1.0
Date	February 22,2015

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Confidential Information includes, but is not limited to, the following:

- Corporate, employee and infrastructure information about ABS

- ABS project management and quality processes

- Customer and project experiences provided to illustrate ABS capability

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EXECUTIVE SUMMARY

1 Executive Summary

1.1 ABOUT ISKCON, BANGALORE

ISKCON Bangalore is a charitable society with the objective of propagating Krishna Consciousness all over the world, as explained by Srila Prabhupada, whose teachings are based on Bhagavad-Gita and Srimad Bhagavatam.

The society was registered in the year 1978 under the Karnataka Societies Registration Act, 1960. The objects of the society are derived from the Seven Purposes of ISKCON as stated by Srila Prabhupada.

The temple and cultural complex was inaugurated by the then President Dr. Shankar Dayal Sharma on May 31, 1997.

The group structure of ISKCON, Bangalore is as follows
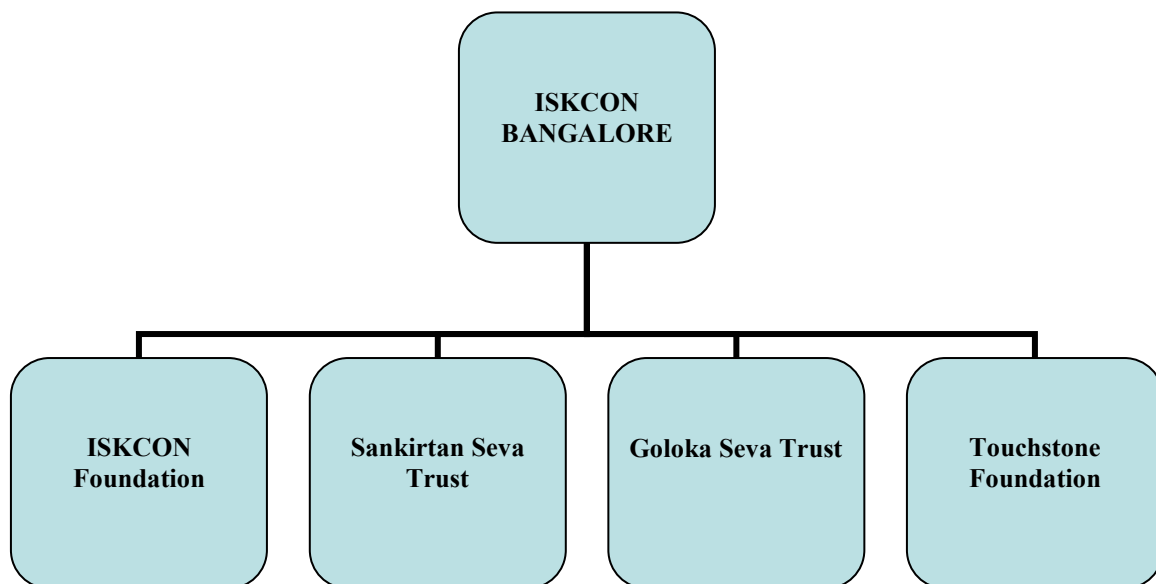
Business Issues / Pain Areas:

- Manual Data and Operations Management

1.2   PROJECT GOALS

The Goal of the project is to

- Rollout Microsoft Dynamics NAV 2013 for ISKCON
- Help them leverage the full functionality of the Modules to optimize resources and enhance productivity
- Provide ongoing support for smooth functioning of all the locations
- Impart training to the end users to enhance productivity and effective usage of the application
- To provide a good decision support system leveraging the application

SCOPE

2 Scope

About Microsoft Dynamics NAV

Microsoft Dynamics ™ NAV is an integrated, adaptable business management solution that helps you and your people make business decisions with greater confidence. Microsoft Dynamics NAV works like and with familiar Microsoft software, automating and streamlining business processes and connecting you with global customers, business partners and subsidiaries in a way that helps you drive business success.

2.1 MODULES IN SCOPE

- Finance & Accounts
- Sales
- Procurement
- Donations Management
- Inventory & Stores
- Production
- HRMS & Payroll
- Quality
- Configuration and Development

Note

- *Implementation for HR & Payroll and Quality Module requires Licenses to be procured by ISKCON*
- *Plant Module (which is not part of current implementation scope) licenses to be procured by ISKCON*

Scope detailed breakup:

S.No.	Trust	Process	Sub Process *(identify the sub processes for each of the process listed here… you can add more rows for each sub process)*	Name of Module available in ERP to fit this process	Recommendation for process changes as per industry standards to make this a direct fit
1	ISKCON	Accounts & Finance	Donation Accounting		Integration with Donation Mgmt. system is recommended to pull the receipt data to finance
2	ISKCON	Accounts & Finance	Ticket and Other Incomes Accounting	Sales & Receivables	
3	ISKCON	Accounts & Finance	Kalyana Mantapa Income Accounting	Sales & Receivables	
4	ISKCON	Accounts & Finance	Fixed Assets Accounting	Fixed Asset	
5	ISKCON	Accounts & Finance	General Ledger	General Ledger	
6	ISKCON	Accounts & Finance	Accounts Payable	Purchase & Payables	
7	ISKCON	Accounts & Finance	Budget and MIS	Financial Management	
8	ISKCON	Accounts & Finance	Audit (Internal and External)	Subprocess not clear	Will be done as per standard feature available
9	ISKCON	Accounts & Finance	Taxation	India Localization	
10	ISKCON	Accounts & Finance	Chart of Accounts	Chart of Accounts	
12	ISKCON	Procurement to Payment	Purchase Requisition	Indent Mgmt	Consolidation of Indent, Purchase Request & Issue based on indent to be customised
13	ISKCON	Procurement to Payment	Material Indent	Indent Mgmt	
14	ISKCON	Procurement to Payment	Quotation	Purchase & Payables	
15	ISKCON	Procurement to Payment	Rate Contract	Purchase & Payables	
16	ISKCON	Procurement to Payment	Purchase Order (Tolerance Limits)	Purchase & Payables	P.O Amedment to be used
17	ISKCON	Procurement to Payment	Purchase Voucher	Purchase & Payables	
18	ISKCON	Procurement to Payment	Payments	Cash Management	
19	ISKCON	Inventory & Stores Management	Main Store and Sub Store Management	Inventory	Locations to be used
20	ISKCON	Inventory & Stores Management	Receipt of Goods (GRN)	Inventory	

21	ISKCON	Inventory & Stores Management	Material Issues	Indent Mgmt	Refer point #12 & 13
22	ISKCON	Inventory & Stores Management	Quality Inspection & Control	QC Module	
23	ISKCON	Inventory & Stores Management	Re-order Level, MOQ & UOM conversions	Inventory	
25	ISKCON	Payroll & Statutory Compliance	Payroll	Payroll	
26	ISKCON	Payroll & Statutory Compliance	Employee TDS	Payroll	
27	ISKCON	Payroll & Statutory Compliance	Statutory Compliances (PF / ESI etc)	Payroll	
28	ISKCON	Payroll & Statutory Compliance	Establishment Acts Compliances	Subprocess not clear	
29	ISKCON	Human Resource Management (HRMS)	Attendance Management		Out of ERP. Attendance output to be uploaded to Payroll
30	ISKCON	Human Resource Management (HRMS)	Recruitment Management		Available features of HRMS package to be utilized. Any requirement over and above needs to be customised
31	ISKCON	Human Resource Management (HRMS)	Performance Management		
32	ISKCON	Human Resource Management (HRMS)	Claims Management		
33	ISKCON	Human Resource Management (HRMS)	Compensation & Benefits		
34	ISKCON	Human Resource Management (HRMS)	Travel Management		
35	ISKCON	Human Resource Management (HRMS)	Employee Self Service		
36	ISKCON	Human Resource Management (HRMS)	Exit Management		
38	ISKCON	Reports / Score Card / Dashboards	MIS Reports & Dashboards		
39	ISKCON	Facility Maintenance		Plant Maintenance	Plant maintenance module to be used
40	ISKCON	Customer Relationship Management	Contact Management		
41	ISKCON	Donations Management	Donor Master		Refer point #1
42	ISKCON	Donations Management	Patron Master		
43	ISKCON	Donations Management	Donation Receipt Processing		
44	ISKCON	Donations Management	Bahumana Management		
45	ISKCON	Donations Management	Dispatch Management	Sales & Receivables	
46	ISKCON	Donations Management	Inventory Management	Inventory	
47	ISKCON	Donations Management	Online Donations Management		Refer point #1

48	ISKCON	Donations Management	Donor Relationship Management		To the extent of manageing donar involvement with the temple activities and sending related campaigns
49	ISKCON	Donations Management	Contact Management		
50	ISKCON	Donations Management	Tele Marketing		To do can be maintained in the system
58	TSF-GIFT	Accounts & Finance	Fixed Assets Accounting	Fixed Asset	
59	TSF-GIFT	Accounts & Finance	General Ledger	General Ledger	
60	TSF-GIFT	Accounts & Finance	Accounts Payable	Purchase & Payables	
61	TSF-GIFT	Accounts & Finance	Budget and MIS	Financial Management	
62	TSF-GIFT	Accounts & Finance	Audit (Internal and External)	Subprocess not clear	Will be done as per standard feature available
63	TSF-GIFT	Accounts & Finance	Taxation	India Localization	
64	TSF-GIFT	Accounts & Finance	Sales & Accounts Receivable	Sales & Receivables	
65	TSF-GIFT	Sales Forecasting	Cash Sales Forecasting	Indent Mgmt	
66	TSF-GIFT	Sales Forecasting	Credit Sales Forecasting	Indent Mgmt	
67	TSF-GIFT	Procurement Planning	Material Planning	Purchase & Payables	
68	TSF-GIFT	Procurement to Payment	Quotation	Purchase & Payables	
69	TSF-GIFT	Procurement to Payment	Purchase Order	Purchase & Payables	
70	TSF-GIFT	Procurement to Payment	Supplier Returns	Purchase & Payables	
71	TSF-GIFT	Procurement to Payment	Bill of Materials	Inventory	
72	TSF-GIFT	Procurement to Payment	Job Order	Sub-contract	
73	TSF-GIFT	Procurement to Payment	Sub Contract Work Order	Sub-contract	
74	TSF-GIFT	Procurement to Payment	Purchase Inward Note	Inventory	GRN to be used
75	TSF-GIFT	Procurement to Payment	Payment Advice	Financial Management	
76	TSF-GIFT	Inventory Management	GRN	Inventory	
77	TSF-GIFT	Inventory Management	Quality Inspection	QC Module	
78	TSF-	Inventory Management	Rejections & Acceptance	QC Module	

	GIFT			
79	TSF-GIFT	Inventory Management	Item Conversion	Inventory
80	TSF-GIFT	Inventory Management	Transfers (within Stores & Sub Stores)	Inventory
81	TSF-GIFT	Inventory Management	Issues (Delivery Challan / Packing Slips)	Sales & Receivables
82	TSF-GIFT	Inventory Management	Supplier Returns	Sales & Receivables
83	TSF-GIFT	Retail Sales	Counter Issues	Inventory
84	TSF-GIFT	Retail Sales	Counter Returns	Inventory
85	TSF-GIFT	Retail Sales	Counter Transfers	Inventory
86	TSF-GIFT	Credit Sales & Exports	Marketing	contact management
87	TSF-GIFT	Credit Sales & Exports	Quotation	Sales & Receivables
88	TSF-GIFT	Credit Sales & Exports	Sample / Complimentary Issues	Sales & Receivables
89	TSF-GIFT	Credit Sales & Exports	Customer Order	Sales & Receivables
90	TSF-GIFT	Credit Sales & Exports	Customer Order Delivery	Sales & Receivables
91	TSF-GIFT	Credit Sales & Exports	Sales Return	Sales & Receivables
92	TSF-GIFT	Credit Sales & Exports	Payment Follow-up	Sales & Receivables
93	TSF-GIFT	Credit Sales & Exports	Customer Feedback	Sales & Receivables
94	TSF-GIFT	Master Data Management	Item Master	Inventory
95	TSF-GIFT	Master Data Management	Supplier Master	Purchase & Payables
96	TSF-GIFT	Master Data Management	Customer Master	Sales & Receivables
97	TSF-GIFT	Master Data Management	BOM Creation	Inventory
98	TSF-GIFT	Master Data Management	Quotation	Already Quotation for Purchase & Sales are mentioned in line 70 & 89.
115	TSF-FOOD	Accounts & Finance	Fixed Assets Accounting	Fixed Asset
116	TSF-FOOD	Accounts & Finance	General Ledger	General Ledger
117	TSF-FOOD	Accounts & Finance	Accounts Payable	Purchase & Payables

118	TSF-FOOD	Accounts & Finance	Budget and MIS	Financial Management	
119	TSF-FOOD	Accounts & Finance	Audit (Internal and External)	Subprocess not clear	Will be done as per standard feature available
120	TSF-FOOD	Accounts & Finance	Taxation	India Localization	
121	TSF-FOOD	Forecast	Catering / Retail / Events	Indent Mgmt	
122	TSF-FOOD	Retail Sales	Cash Sales	Sales & Receivables	
123	TSF-FOOD	Retail Sales	Credit Sales	Sales & Receivables	
124	TSF-FOOD	Retail Sales	Wastage	Inventory	
125	TSF-FOOD	Retail Sales	Indents	Indent Mgmt	Refer Point # 12 & 13
126	TSF-FOOD	Retail Sales	Sales Returns	Sales & Receivables	
127	TSF-FOOD	Retail Sales	Stock Returns	Sales & Receivables	
128	TSF-FOOD	Retail Sales	Cash Collections	Sales & Receivables	
129	TSF-FOOD	Retail Sales	Cash Settlement	Financial Management	
130	TSF-FOOD	Retail Sales	Discount Approvals	Sales & Receivables	
131	TSF-FOOD	Credit Sales	Customer Order (Catering / Events / Cakes)	Sales & Receivables	
132	TSF-FOOD	Credit Sales	Indents	Indent Mgmt	Refer Point # 12 & 13
133	TSF-FOOD	Credit Sales	Order Fulfilment	Subprocess not clear	Will be done as per standard feature available
134	TSF-FOOD	Retail Sales / Credit Sales	Customer Feedback	Sales & Receivables	
135	TSF-FOOD	Stores (FGA)	Order Consolidation	Indent Mgmt	
136	TSF-FOOD	Stores (FGA)	Production Indent	Indent Mgmt	Refer Point # 12 & 13
137	TSF-FOOD	Stores (FGA)	Item Issues	Indent Mgmt	
138	TSF-FOOD	Stores (FGA)	Item Receipts	Indent Mgmt	
139	TSF-FOOD	Stores (FGA)	Wastage	Inventory	
140	TSF-FOOD	Stores (FGA)	Internal Transfers	Inventory	
141	TSF-FOOD	Production Planning	Material Planning	Manufacturing	
142	TSF-	Production Planning	Production Orders	Manufacturing	

	TSF-FOOD	FOOD			
143	TSF-FOOD	Production Planning	Production Indent to Stores	Indent Mgmt	Refer Point # 12 & 13
144	TSF-FOOD	Production Planning	Bill of Materials	Inventory	
145	TSF-FOOD	Production Planning	Receipts against indents	Inventory	
146	TSF-FOOD	Production Planning	Rejection & Damages	Inventory	
147	TSF-FOOD	Inventory Management	Indent Consolidation	Indent Mgmt	Refer Point # 12 & 13
148	TSF-FOOD	Inventory Management	Purchase Request	Indent Mgmt	
149	TSF-FOOD	Inventory Management	Receipt of Goods (GRN)	Inventory	
150	TSF-FOOD	Inventory Management	Quality Inspection (FSMS standard)	QC Module	
151	TSF-FOOD	Inventory Management	Rejections & Acceptance	QC Module	
152	TSF-FOOD	Inventory Management	Raw Material Issues	Inventory	
153	TSF-FOOD	Procurement Planning	Quotations	Purchase & Payables	
154	TSF-FOOD	Procurement Planning	Purchase Order	Purchase & Payables	
155	TSF-FOOD	Procurement Planning	Payment Advice	Financial Management	
156	TSF-FOOD	Procurement Planning	Gate Entry	Gate Entry	
157	TSF-FOOD	Procurement Planning	Supplier Returns	Purchase & Payables	
158	TSF-FOOD	Master Data Management	Item Master	Inventory	
159	TSF-FOOD	Master Data Management	Supplier Master	Purchase & Payables	
160	TSF-FOOD	Master Data Management	Customer Master	Sales & Receivables	
161	TSF-FOOD	Master Data Management	BOM Creation	Manufacturing	
163	TSF-FOOD	Reports / Score Card / Dashboards	MIS Reports & Dashboards		
164	GST	Accounts & Finance	General Ledger	General Ledger	
165	GST	Accounts & Finance	Fixed Assets Accounting	Fixed Asset	
166	GST	Accounts & Finance	Domestic Sales	Sales & Receivables	
167	GST	Accounts & Finance	E-BRC	Sub-process not clear	Will be done as per standard feature available
168	GST	Accounts & Finance	Export and Deemed Export		Documentation to be

					maintained outside ERP
169	GST	Accounts & Finance	Duty Drawback & other Export Compliances		Documentation to be maintained outside ERP
170	GST	Accounts & Finance	Budget and MIS	Financial Management	Budget Vs Actul to be utilized
171	GST	Accounts & Finance	Accounts Payable	Purchase & Payables	
172	GST	Accounts & Finance	Accounts Receivables	Sales & Receivables	
173	GST	Accounts & Finance	Audit (Internal and External)	Subprocess not clear	Will be done as per standard feature
174	GST	Accounts & Finance	Taxation	India Localization	
175	GST	Procurement Planning	Purchase Requisition	Indent Mgmt	Refer Point # 12 & 13
176	GST	Procurement Planning	Material Indent	Indent Mgmt	
177	GST	Procurement Planning	Quotation	Purchase & Payables	
178	GST	Procurement Planning	Rate Contract	Purchase & Payables	
179	GST	Procurement Planning	Purchase Order (Tolerance Limits)	Purchase & Payables	P.O Amendment to be used
180	GST	Procurement Planning	Purchase Voucher	Purchase & Payables	
181	GST	Procurement Planning	Payments	Purchase & Payables	
182	GST	Inventory Management	Main Store and Sub Store Management	Inventory	
183	GST	Inventory Management	Receipt of Goods (GRN)	Inventory	
184	GST	Inventory Management	Material Issues	Manufacturing	Partial customisation is required
185	GST	Inventory Management	Quality Inspection & Control	QC Module	
186	GST	Inventory Management	Re-order Level, MOQ & UOM conversions	Inventory	
187	GST	Inventory Management	Bundling of SKU (Combo Packs)	Inventory	Use Assembly BOM
188	GST	Sales Management	Point of Sales		Separate POS
189	GST	Sales Management	Export Sales & Compliances	Sales & Receivables	Documentation to be maintained outside ERP
192	GST	Reports / Score Card / Dashboards	MIS Reports & Dashboards		

Note – Retail Sales indicates only Financial Entries and not POS

2.2   LOCATION

ISKCON Group 4 Entity

ISKCON Foundation	Sankirtan Seva Trust	Goloka Seva Trust	Touchstone Foundation
Hare Krishna Hill, Chord Road, Bangalore 560010, Karnataka, India.	Hare Krishna Hill, Chord Road, Bangalore 560010, Karnataka, India.	# 148/25, Industrial Suburb, Yeshwanthpur, Bangalore - 560 022, Karnataka, India.	Hare Krishna Hill, Chord Road, Bangalore 560010, Karnataka, India.

2.3   OUT OF SCOPE

The following are specifically excluded from the proposed scope-of-work:

- Implementation of additional Companies (other than what is the scope of this proposal)
- Consolidation of Multiple Databases
- Integration with Principal/Head Quarters/subsidiaries
- Integration with third-party solutions like Portals, POS, Barcode, etc.,
- Balanced Scorecard Reports for all modules ,Web Sales Order Integration with NAV, Magazine Printing Module , Guest House Management (Yatri Nivas) Module has been excluded based from scope based on the request from ISKCON
- Features and functionalities other than what is explicitly mentioned

PRICING

3   Detailed & Itemized Pricing

3.1   SERVICES

SERVICES	Amount (INR)
Service Effort for Implementation for modules as mentioned in the scope and as per the requirement in the BRASS FIT Gap Sheet	46,75,000
Total Efforts	**46,75,000**

Note : The implementation would be rolled out over the period of 12 months in **4 Phases (only relevant modules)**

Proposed Phases

Phase 1 – Goloka Seva Trust
Phase 2 – Iskcon Foundation
Phase 3 – Touchstone
Phase 4 - Sankirtan Seva Trust

Note: Other Service requirements like POS Integration or integration with any other 3rd Party application are not covered in the above mentioned efforts. The same can be taken on a T&M basis after a study separately.

TERMS AND CONDITIONS

1. **The above offer is valid till 15th March 2015. Firm order along with advance has to be placed on Affordable Business Solutions Private Limited, Bangalore on or before 15th March 2015**

2. **Payment Terms:**
   a. Monthly in Advance Pro-rated for 12 Months
3. **Current Tax Rates:**
All rates given above are exclusive of Taxes.
   a.   Services Fees: Service Tax @ 12.36% applicable

4. Reports

      a. Reports: The scope includes 30 Customized reports (including the reports mentioned in the Scope break-up and Print Documents like Vouchers etc). Any additional reports will be charged on the Time and Material basis @ Rs. 8500 per man day effort.

5. Any additional Customizations will be charged @ Rs.8500/- per man day

6. The pricing is based on the number of users specified by ISKCON for the business application usage requirements in your organization

7. The above estimates and scope are defined based on our understanding during BRASS exercise. A Detailed document will be prepared before commencement of the project providing Timelines and deliverables mutually agreed.

8. Project will commence within 15 days (to mobilize the resources) from the date of receipt of the firm order along with the advance payment.

9. **Support:** On site implementation support will be available for a period of 15 days from the date of GO-LIVE. Beyond this period ISKCON can enter into a Service support contract with ABS. A detailed support contract with Service Level Agreement and commercials for the same will be provided by ABS during this engagement.

10. **First Month book closure:** Post implementation first month book closure will require some support and works related to reconciliation. This will be charged at Rs.8,500 per day + taxes

11. **Training:** Training is the key requirement of implementation. One time key Users (may be 2-3 users from each department) training for 5 days will be provided centrally at ISKCON Corporate Office during implementation.   However, if there is additional training, road shows required – it will be charged at Rs. 8500 per day plus taxes + travel, boarding, lodging and local conveyance

12. **Training Material:** E-Learning material from Microsoft will be available through the Customer Source login. Any additional customized training manuals if required will be developed by ABS. The same is chargeable at the rate of **Rs. 12500/-** per man day effort. Taxes and expenses as applicable will be extra at actual.

13. **Out of Pocket Expenses**: Travel, Boarding and Lodging charges for locations outside Bangalore will have to be borne by ISKCON. Stay arrangements (with broadband connectivity) for a team of 5 people (maximum) shall be made available during the

period of implementation. A nominal local conveyance charges for the Consultants visiting Onsite would also be provided by ISKCON

14. Most of the implementation will be completed by an onsite/offshore combination from ABS Bangalore using standard templates. Templates for loading all the master data (chart of accounts, items, vendors, customers, bills of material etc) will be provided along with sample data to facilitate smooth upload.

15. Operating Software, Database and any other Middle ware that may be required like SQL Server, Windows Server, SharePoint Portal, and Performance Point Server etc. will need to be procured separately by ISKCON. Any additional modules or granules which are not covered in the License but required by ISKCON have to be procured by ISKCON.

16. Working Connectivity with the required bandwidth (minimum high speed broadband) at all the locations have to be ensured by ISKCON.

17. The project schedules are dependent on the availability of the client team and users associated with the project for various activities including workshops, meetings and approvals. The project manager from client side will have to ensure the necessary involvement of client personnel

18. No Past transactional data will be taken into the system. All the required Master data, the opening balances available as on the data of go live will be taken into the system.

19. Data Management: Provision of all the required data, testing of all the transactions, Validations of all the transactions and the Reports are ISKCON's responsibility. We will provide necessary guidance and the templates and training where required.

20. Reconciliations: Any reconciliations arising out of wrong data entry, or comparisons between the old data and the new system generated data or need arises during the parallel runs is ISKCON's Responsibility.

21. All data entry & testing is ISKCON's responsibility. ABS will only provide the required training and guidance

22. Printing: One time Printer set ups will be done for the given formats during the implementation. If there are any changes required due to change of printers, Non availability of drivers the same will be charged based on the Time and Material basis. To avoid this ABS strongly recommends ISKCON to standardize on the Printers, size of paper and the formats.

PROJECT MANAGEMENT APPROACH, PROJECT STAFFING & TIMELINES

# 4 PROJECT MANAGEMENT APPROACH, PROJECT STAFFING & DELIVERABLES

Deliverables with milestones – We will be using the Microsoft defined Sure step methodology for implementation. With the existing templates, the entire roll out will be using Rapid Implementation to accelerate the entire implementation time frame.
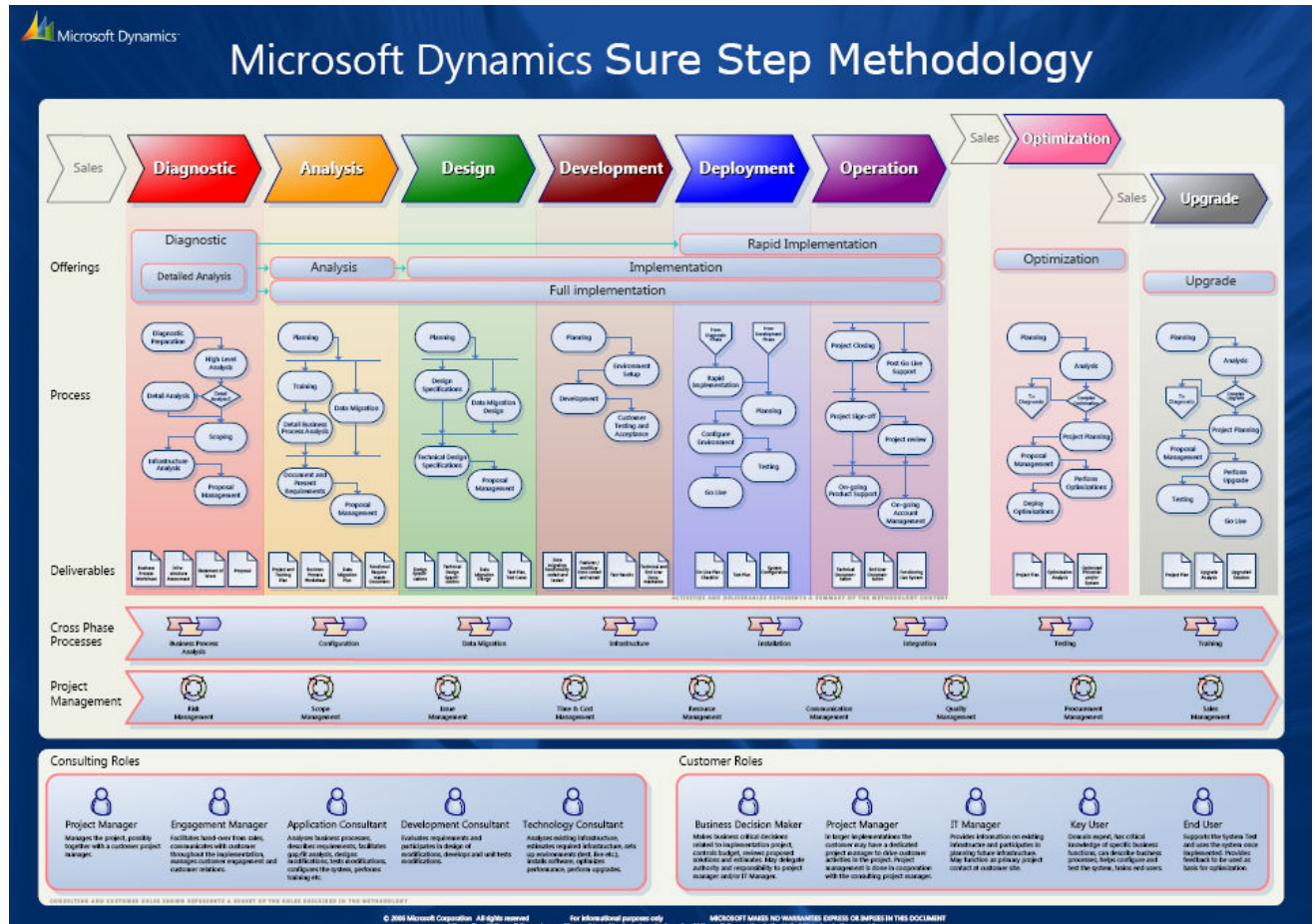
Note:

ABS will be using Microsoft Project as the tool for planning, monitoring and reporting on the progress of the project and define the timelines for deliverables.

4.1   PROJECT ORGANIZATION
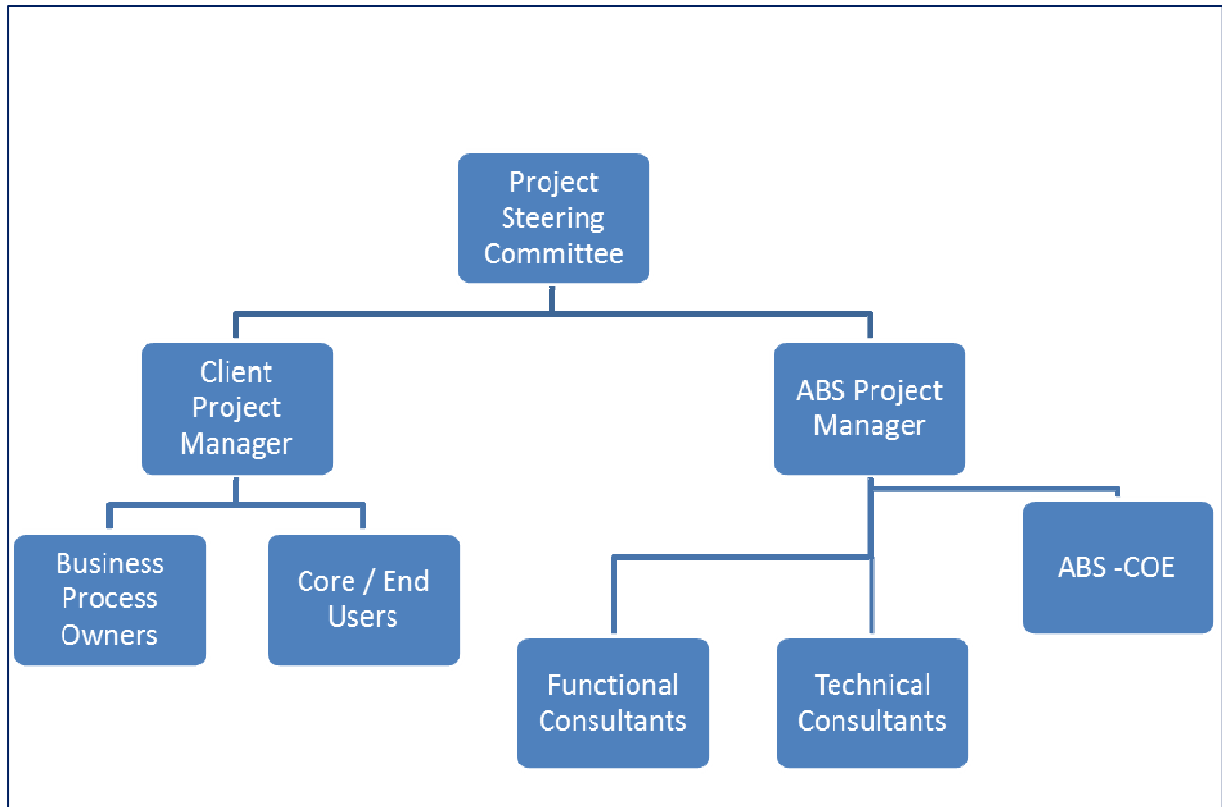
ABS Consultants would be initially visiting the client sites for the scope definition and detailed requirements analysis, all customization, development, configuration and testing will happen at the Bangalore/Madurai office of ABS.

The project manager for this project would be based out of Bangalore and would be interacting with the ISKCON ERP Implementation Project Manager on a day-to-day basis.

The ISKCON Project Manager can also visit the Bangalore Office of ABS to review progress of the project. Client site resources will be required during the final stage of deployment, user training, go-live and hand-holding.

4.2   PROJECT TIMELINES (EACH PHASE)

- Project plan and timelines to be shared separately

4.3   GENERAL SCHEDULING INFORMATION

The successful completion of the project and the milestones are dependent on the following factors:

- The project schedules are dependent on the availability of the client team and users associated with project for various activities including workshops, meetings and approvals. The coordinator from client side will have to ensure the necessary involvement of client personnel

- The schedules are dependent on client's approval and sign-offs at the various stages of the project.

4.4   EXPECTATIONS FROM ISKCON

This proposal is based on the inputs provided by ISKCON team to ABS during various discussions. The proposal is being submitted with intent to provide the solution implementation services for ISKCON as detailed herein.

To achieve the project goals:

- ISKCON would identify the Project Sponsor and Management Representative for Steering Committee who would be the single point of contact with the ABS team for all activities related to the project, submission of deliverables, obtaining approvals and commercial aspects

- ISKCON would identify the Project Sponsor who will be the sole and authorized signatory for all aspects related the project and would sign on the agreed deliverables. The Project Sponsor is also expected to approve plans and budgets for the projects.

- ISKCON would identify a set of key users/employees working across various departments who will work with ABS team during the stages of the project at the Client site. These employees would be dedicated to the project for the specified period of the project.

- The adherence to deliverable deadlines and time schedules mentioned here is based on the assumption of that approvals related to the project would be available on time.

▪ ISKCON project manager would be responsible for ensuring the timely approvals.

4.5 Execution Infrastructure

The Client will, at no cost or charge to ABS, provide necessary and adequate infrastructure to enable ABS to fulfill its commitment for the assignment. The infrastructure will, without limitation, include:

- Hardware – Printer, PCs for the team, Servers for the software during development, test and production. Telephone, e-mail facilities at site (excluding ISD and STD telephone calls and faxes).
- Software – MS Dynamics NAV, Windows Server, Windows 7
- Meeting/Training Room facilities.
- Remote connectivity provided to ABS offsite consultants.
- Internet access on temporarily dedicated machines with unique user ids and passwords.

4.6 Project Communication

The project status will be communicated to the client on a weekly basis by the ABS Project Manager. The mode of communication will be via email and voice. As and when the collaborative need arises, a mutually acceptable solution like MS Net Meeting or equivalent could be used.

4.7 Critical Success Factors

Over a period of time, while providing similar services, we have arrived at a list of critical success factors that go in making a support arrangement effective and efficient. These are listed below:

- Strong management commitment, involvement and ownership from either parties
- Clearly identified Application Ownership
- Quality MS Dynamics Consultants deployed by the service provider
- Timely decision making
- Availability of details on configuration and process

4.8   Change Management

A change identified at any stage of the Agreement period which requires deviation from the deliverable from the then current baseline or the approved deliverable of the previous baseline to be modified, will be conveyed by the Client to ABS or vice-versa in the form of a Change Request document.

The request for change will then be assessed by ABS to evaluate its impact on cost, feasibility, time schedules, and technical requirements in consequence of the proposed change. ABS will present this assessment to the Client for its approval. ABS will incorporate the change after receiving the Client's written approval. In case of inordinate delay in approval by the Client, the baseline itself may undergo a change and this can result in reassessment of the charges.

Changes in the requirements like office space, hardware/software, and tools etc. during the execution of the assignment will be conveyed by ABS to the Client. These will be evaluated jointly by the Client and ABS and will be provided by the Client at no cost to ABS within a reasonable timeframe.

5 System Requirements for Microsoft Dynamics NAV 2013

The following sections list the minimum hardware and software requirements to install and run Microsoft Dynamics NAV 2013 (in On-Premise Model). **Minimum** means that later versions (such as SP1, SP2, or R2 versions) of a required software product are also supported.

5.1   SYSTEM REQUIREMENTS FOR THE MICROSOFT DYNAMICS NAV CLIENT

The following table shows the minimum system requirements for the Microsoft Dynamics NAV Windows client.

Item	Requirement
Processor	Intel Pentium/Celeron family or higher processor. We recommend a processor speed of 1.1 GHz or higher. **Important:** Microsoft Dynamics NAV is not supported on Itanium 64-bit processors.
RAM	2 GB
Monitor	Super VGA (1024x768) or higher resolution monitor
Operating system	Microsoft Dynamics NAV 2013 runs on 32-bit and 64-bit operating system editions. On 64-bit (x64) editions, Microsoft Dynamics NAV runs in WOW64 emulation mode. · Windows 8.0 / Windows 7 Professional, Ultimate, or Enterprise · Windows Server 2008 · Windows Server 2008 R2 · Windows Vista Business, Enterprise, or Ultimate with SP1 or SP2 · Windows Server 2003 SP2 · Windows Server 2003 R2 SP2
Hardware resources	Hard disk space: · Minimum 30 MB Memory: · Minimum 1 GB
Additional software	· Microsoft .NET Framework 3.5 SP1, which is automatically installed by Microsoft Dynamics NAV 2013 Setup if it is not already present. · Microsoft Office Communicator 2007 is required for instant messaging and TAPI. · Microsoft Office 2007 or 2003 is required for e-mail logging, Outlook client integration, budget importing, Office XML, SharePoint links, and budgets in Excel.

	· Collaboration Data Objects (CDO) are required for mail merge and e-mail logging.

5.2   SYSTEM REQUIREMENTS FOR MICROSOFT DYNAMICS NAV SERVER

The following table shows the minimum system requirements for Microsoft Dynamics NAV Server.

Particulars	Notes
Processor	2 X Quad Core or Equivalent
Memory (RAM)	16 GB
Hard Disk	240 GB Effective Space
Windows Server	Windows Server 2013 Standard Edition or Datacenter Edition
	Windows Server 2008 R2 Standard Edition, Enterprise Edition, Web Edition, or Datacenter Edition
	Windows Server 2008 Standard Edition, Enterprise Edition, Web Edition, or Datacenter Edition, with Service Pack 2 (Only 64-bit versions of Windows Server 2008 are supported)
Database Server	Microsoft SQL Server 2013, Standard Edition, Enterprise Edition, or SQL Server 2008 R2, Standard Edition, Enterprise Edition, or SQL Server 2008, Standard Edition or Enterprise Edition, with Service Pack 1.
Web Services	.NET Framework 4.5
	IIS 7.0, IIS 7.5, or IIS 8.0

Item	Requirement
Processor	Intel Pentium/Celeron family or compatible Pentium III Xeon or higher processor. We recommend a processor speed of 1.1 GHz or higher. **Important:** Microsoft Dynamics NAV is not supported on Itanium 64-bit processors.
RAM	2 GB
Monitor	Super VGA (1024x768) or higher resolution monitor
Operating system	Microsoft Dynamics NAV 2013 runs on 32-bit and 64-bit operating system editions. On 64-bit (x64) editions, Microsoft Dynamics NAV runs in WOW64 emulation mode. · Windows 8.0 / Windows 7 Professional, Ultimate, or Enterprise · Windows Server 2008 · Windows Server 2008 R2 · Windows Vista Business, Enterprise, or Ultimate with SP1 or SP2 · Windows Server 2003 SP2 · Windows Server 2003 R2 SP2 · Windows XP Professional SP3
Hardware resources	Hard disk space: · Minimum 30 MB Memory: · Minimum 1 GB
Additional software	· Microsoft .NET Framework 3.5 SP1, which is automatically installed by Microsoft Dynamics NAV 2013 Setup if it is not already present. · Microsoft Office Communicator 2007 is required for instant messaging and TAPI. · Microsoft Office 2007 or 2003 is required for e-mail logging, Outlook client integration, budget importing, Office XML, SharePoint links, and budgets in Excel. · Collaboration Data Objects (CDO) are required for mail merge and e-mail logging.

5.3 SYSTEM REQUIREMENTS FOR MICROSOFT DYNAMICS NAV SERVER

The following table shows the minimum system requirements for Microsoft Dynamics NAV Server.

Particulars	Notes
Processor	2 X Quad Core or Equivalent
Memory (RAM)	16 GB
Hard Disk	240 GB Effective Space
Windows Server	Windows Server 2013 Standard Edition or Datacenter Edition
	Windows Server 2008 R2 Standard Edition, Enterprise Edition, Web Edition, or Datacenter Edition
	Windows Server 2008 Standard Edition, Enterprise Edition, Web Edition, or Datacenter Edition, with Service Pack 2 (Only 64-bit versions of Windows Server 2008 are supported)
Database Server	Microsoft SQL Server 2013, Standard Edition, Enterprise Edition, or SQL Server 2008 R2, Standard Edition, Enterprise Edition, or SQL Server 2008, Standard Edition or Enterprise Edition, with Service Pack 1.
Web Services	.NET Framework 4.5
	IIS 7.0, IIS 7.5, or IIS 8.0

ASSUMPTIONS

6 Assumptions

6.1 SCHEDULE ASSUMPTIONS

- Employees of ISKCON will be involved in the project. The availability of these employees as per the stages of the project would be critical to ensure there are no delays in the schedule proposed.

- It is assumed that all the required information would be provided by ISKCON during the requirements gathering phase, and necessary help will be provided by these employees of in this phase, without which the rest of the phases will be delayed.

- It is assumed that all approvals for each of the project phases would be available on time from ISKCON to ensure minimal delays.

- It is assumed that ISKCON would procure the required software and hardware for the project and make it available to ABS during the implementation phase at the client site. The hardware and software required at ABS Development Center for ABS employees working on this project would be provided by ABS.

6.2 PRICING ASSUMPTIONS

- All prices are exclusive of sales Tax, VAT and other Taxes and duties that may be applicable. All such Taxes and duties are to be borne by ISKCON

- Any change management requests shall be handled on a Time & Material basis. For all Time and Material projects. For additional work currently not scoped in this proposal, separate estimates shall be submitted providing staffing, timelines and pricing details.

- Payment should be done within 3 days from the receipt of the invoices.

- The proposal is based on the data provided by ISKCON on the nature and scope of project.

- Any data included in the proposal but which is not a part of the project proposed by ISKCON would be corrected at the scope definition stage of the project.

- The information used here would be the basis for project implementation.