



18th February, 2015.

International Society for Krishna Consciousness (The Hare Krishna Movement)

Hare Krishna Hill, 1st 'R' Block Chord Road,
Bangalore - 560010

Kind Attn: **Mr. Janaki Vallabha Dasa Prabhu**

Dear Sir / Madam,

Sub: Proposal for "Implementation of NAV2013R2"

We thank you for giving us an opportunity to partner with you in your IT initiatives.

Please find enclosed herewith our proposal for **Implementation of NAV2013R2**

We would appreciate to have your acceptance (LOI / PO), at the earliest, to enable us to initiate the Project.

Thanks and regards,

Yours sincerely,

For ITTI Private Ltd

Harsha B Narayanappa

Business Manager

Tel: + 91-9886869081

Proposal for “Implementation of NAV 2013 R2”

Proposal No: 2014_246

Annexures:

Annexure 1: NAV Product capability Guide

Annexure 2: Profiles of NAV consultants

Annexure 3: NAV Capability and references

Customer: ISKCON
Proposal Date: 29th January 2015
Submitted by: **Harsha B Narayanappa**

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T: +91-80-2254 7575, F: +91-80-2254 7500 www.itti.com

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1.0 INTRODUCTION

1.1 About ITTI

ITTI (www.itti.com) is a System Integrator and Software services company having its Global Delivery Centers at Bangalore & Mumbai, in India; and, Marketing Offices in Dubai, Singapore, London & the USA.

Since inception, ITTI has focused on constant optimization of business process and technology landscape of its customers and has consistently delivered world-class solutions and services to its Customers ranging from Fortune 500 Companies to Companies in the SMB segment.

We are a CMMi Maturity Level 5 & ISO 9001:2008 Certified Company offering IT Consulting and Software services in the following areas:

- ❑ **Enterprise Business Solutions Group**
 - QAD & Progress
 - SAP
 - JD Edwards Enterprise One
 - BPCS / AS400
 - Microsoft Dynamics (Navision)
 - Business Intelligence / Analytics
- ❑ **Application Development & Maintenance**
 - Application Development & Maintenance (.Net, MS SharePoint services, Java / J2EE)
 - Application Support
 - Design and development of Portals / Web-based Applications
 - Helpdesk Management
 - Integration of 3rd party Products with packaged ERPs
- ❑ **Infrastructure Management Services**
 - Remote / Onsite Administration of IT Infrastructure – Servers, Desktops, LAN, WAN, etc.
 - Data Storage / Back-up services
 - Hardware Asset Management
 - Vendor Management

1.2 About the Customer

ISKCON is a religious movement that also identifies itself as The Hare Krishna Movement™. ISKCON belongs to the Gaudiya-Vaishnava sampradaya, a monotheistic tradition within the Vedic and Hindu cultural traditions.

It is based on the Bhagavad-gita, the spiritual teachings spoken by Lord Krishna. According to many writings, this sacred text is over 5,000 years old and documents the conversation between Lord Krishna and his close friend and disciple Arjuna.

ISKCON traces its spiritual lineage directly to the speaker of this sacred book, Lord Krishna, who is revered as the Supreme Personality of Godhead. The text teaches that the goal of life is to develop love of God, or Krishna. Love of God is realized through the practice of bhakti-yoga, the science of devotional service.

In the latter part of the 15th century, a saint named Chaitanya Mahaprabhu revitalized the bhakti-yoga tradition by introducing an expansive spiritual movement that swept India. Central to this renaissance was Chaitanya's emphasis on the chanting of Krishna's name. Underlying this simple practice was a profound, rational, and intellectually comprehensive theology. Hare Krishna devotees worship Lord Chaitanya as an incarnation of Krishna for this age, and ISKCON is a vibrant continuation of the movement Chaitanya revitalized.

1.3 Objective of the Proposal

ISKCON has invited ITTI to Implement Navision 2013 R2 application at their business Units ISKCON, Touchstone Foundation (Gifts and Foods Division) , SST and GST (Gokula Seva Trust).

ITTI has to estimate the man days required to implement the above mentioned application for ISKCON.

- Real-time availability of information to the management

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- Real-time consolidation of information from all their stores
- Standardization of business processes i.e. wherever possible
- Simplify and expedite day-to-day maintenance activities
- Control over all their operations
- Managing the distribution of items in a simple and traceable way
- Inventory traceability, visibility and stock position in every location
- Order taking at the centralized location and routing the orders to stores

2.0 PROJECT DETAILS

2.1 Project Scope

For Phase 1, Implementation of Navision 2013 R2 Business Application for each of the Business Units namely ISKCON, Touchstone Foundation (Gifts and Foods Division) , SST and GST (Gokula Seva Trust) .

For Phase 2, They would like to extend it to Facility Maintenance, CRM, Payroll and HRMS, Retail Sales (Retail Sales (Temple Counters / Mobile Vans / Online Sales / Export)) , Retail Store using POS, Detailed production , Subscription Management for Magazines, Automating the job activities connected to magazine printing, Restaurant POS Integration with LS Retail 2013.

The current scope of the aforesaid NAVISION implementation on MS Dynamics NAV 2013 R2 includes:

- **4 Different Companies and one consolidation Company.**
- **Modules / Functionalities to be covered**

Phase 1:

- Accounts and Finance
- Procurement to Payment
- Procurement Planning
- Asset Management (Fixed Assets)
- Purchasing
- Inventory
- Production Planning (Basic Production and Direct Costs)
- Sales Forecasting
- Consignment Sales
- Subscription Management for Magazines.
- Sales Management (Exports / Distributors/ Retail / Online)
- Stores Management
- Quality Control (raw materials / production plants / finished goods stores)
- Donation Management
- Convention Halls

Phase 2:

- Facility Maintenance
- Customer Relationship Management
- Payroll & Human Resources Management
- Project Management.
- Retail Sales (Temple Counters / Mobile Vans / Online Sales / Export)
- Automating the job activities connected to magazine printing
- Subscription Management for Magazines
- Detailed production
- Retail Store using POS

Company wise Modules implementation

- **Gokula Seva Trust (GST)**

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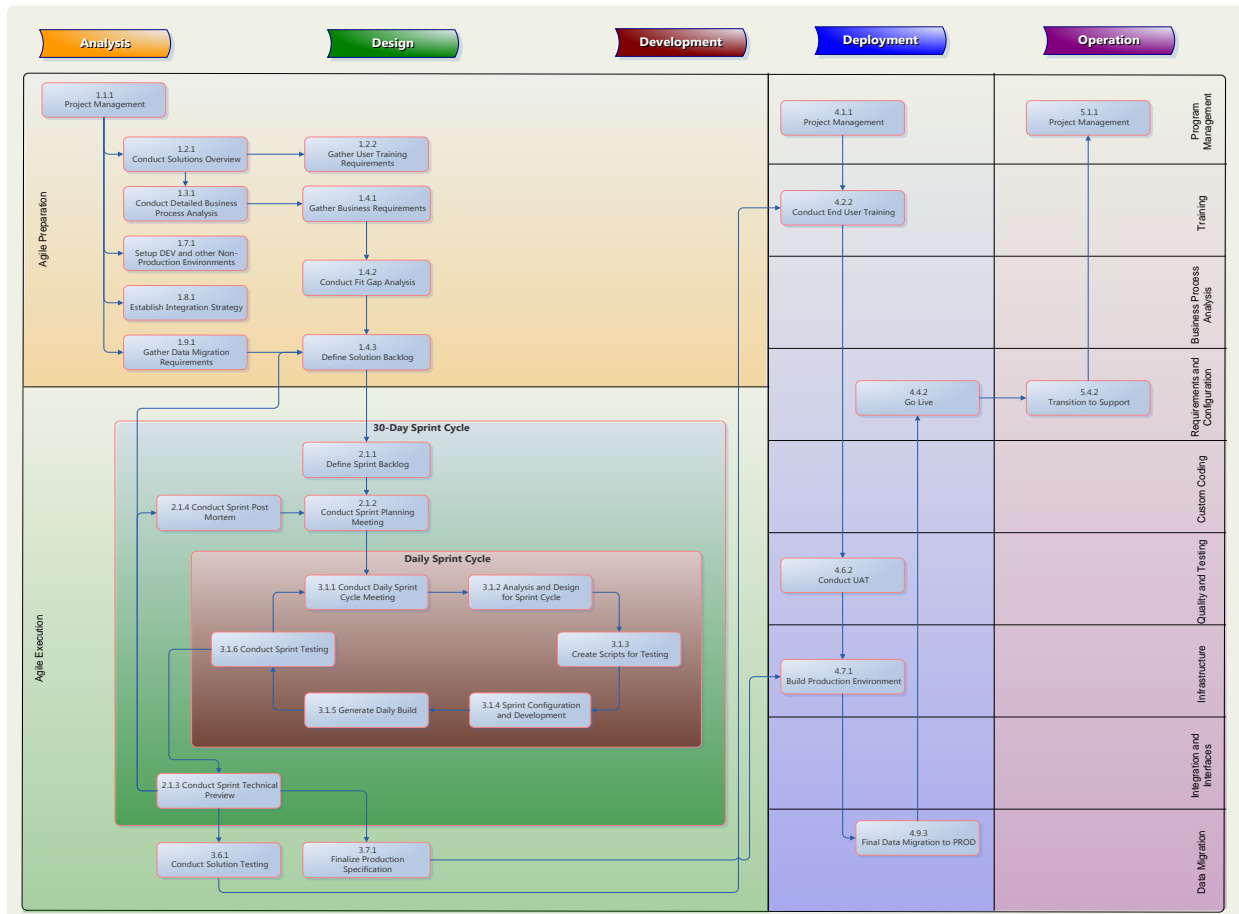
- Finance & Accounts
 - Procurement Planning
 - Inventory Management
 - Sales Management (Exports / Distributors / Retail and Online)
 - Quality
 - Stores Management
-
- **Touchstone Foundation (Gifts)**
 - Finance & Accounts
 - Procurement Planning
 - Inventory Management
 - Sales Forecasting and Consignment Sales
 - Quality
 - Stores Management
-
- **Touchstone Foundation (Foods)**
 - Finance & Accounts
 - Procurement Planning
 - Inventory Management
 - Sales Management (Temple Counters / Outlets / Restaurants / Catering Orders)
 - Production Planning
 - Quality
 - Stores Management
-
- **ISKCON:**
 - Finance & Accounts
 - Procurement to Payment
 - Inventory Management
 - Quality
 - Stores Management
 - Donation Management (Integration with 3rd party application)
 - Kalyana Mantapa (Convention Halls)

2.2 Methodology and Approach

ITTI being a SEI CMMI Level 5 and ISO 9001 compliant for all its delivery processes and would recommend ISKCON to go with agile project type methodology. The Agile project type represents a flexible and collaborative approach to implementing Microsoft Dynamics Solutions at a single site requiring specific features and moderate-to-complex customizations.

The Agile Project Type is associated with an iterative, incremental process for developing Microsoft Dynamics Solutions. This Project Type gives customers greater control over the final solution because they can quickly change the direction of solution development and implementation from one sprint cycle to the next. This means that they are better placed to respond to their businesses needs as development of the solution progresses.

The following diagram depicts the use of Agile Project type in Sure Step to implement Microsoft Dynamics NAV for Iskcon



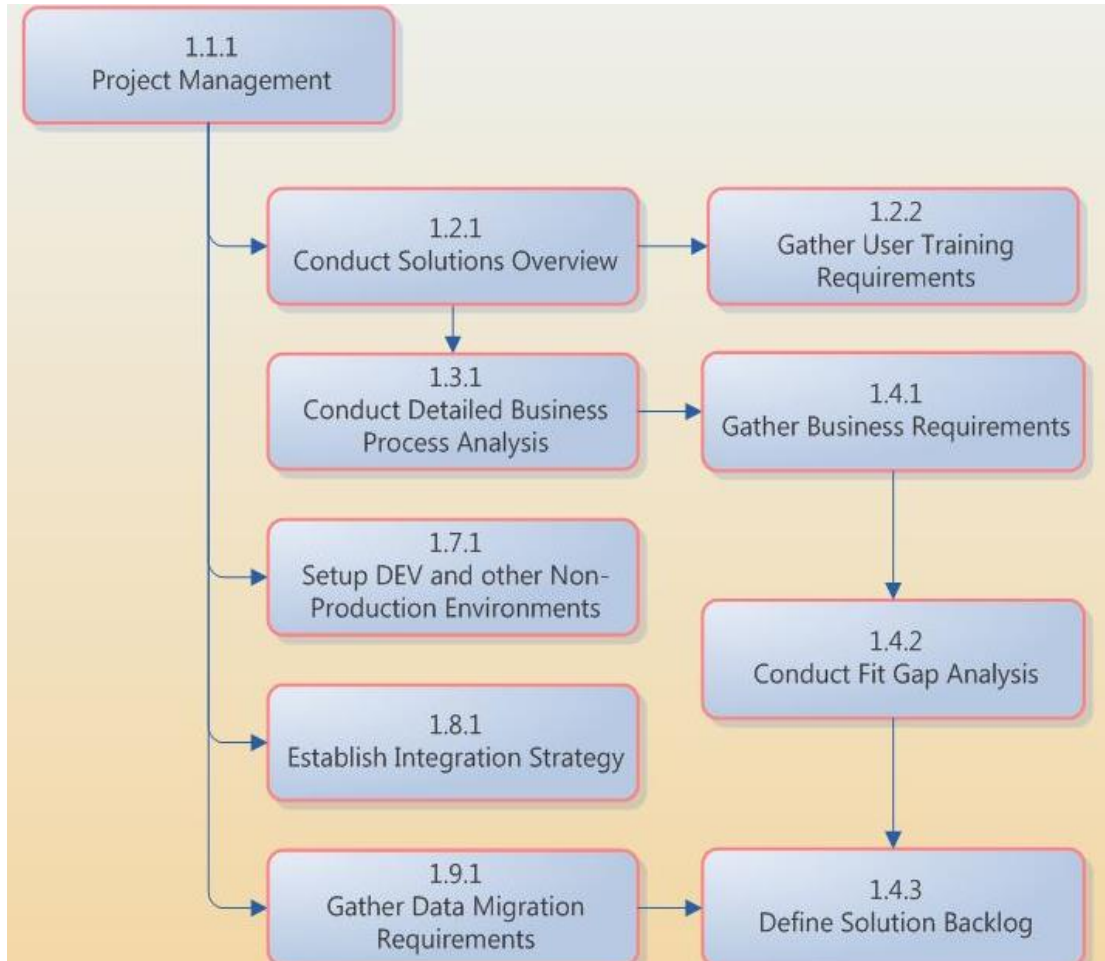
As per the sure step methodology ITTI would use the following Phases to execute the Microsoft Dynamics NAV implementation:

- Agile Preparation
- Agile execution
- Deployment
- Operation

Agile Preparation:

The Agile Preparation phase represents the official start of the implementation. This phase defines the activities required to initiate and effectively plan the entire project. The key objectives for this phase include the following:

- Finalization and approval of the project charter
- Finalization and approval of the project plan
- Execution of executive and project team kickoff meetings
- Establishment of an Integration Strategy
- Execution and documentation of Fit Gap Analysis
- Execution and documentation of Detailed Process Analysis
- Documentation and approval of functional and non-functional requirements



Deliverables

- Project Charter
- Project Plan
- User Training Requirements
- Future State Business Process Workflows
- Fit Gap Analysis Spreadsheet
- Integration Strategy
- Data Migration Requirements
- Development and Non-Production Environments
- Functional Requirement Document

This Agile Preparation phase is analogous to the Analysis phase. This phase is where the project approach is agreed upon, the project plans are put in place, and the functional and non-functional requirements are identified. The Agile Preparation phase is initiated with the executive kickoff meeting, which is designed to provide executives with an overview of the project vision, scope, objectives, key performance indicators (KPIs), and benefits. In addition, the meeting covers the schedule, milestone, resources, roles and responsibilities, and deliverables. Kickoff meetings with similar agendas also are conducted with the internal project team and with customer project team members.

Following the project kickoff, the project planning team begins the finalization of the project charter and the project plan. This is approved by the customer and forms the basis of the entire project.

The ITTI functional consultants would conduct business process workshops to document and model the future state business processes. During the Agile Preparation phase, gathering and documenting the customer's

business requirements is the most important set of activities that must be undertaken when implementing Microsoft Dynamics. These requirements are documented in the Functional Requirements Document (FRD), which is an input to the Fit Gap Workshop. The Fit Gap Workshop produces the Fit Gap Spreadsheet, which is used to determine the business requirements that are a "fit" for either the Microsoft Dynamics or the independent software vendor ISV solution(s). It also determines the requirements that are "gaps" that will need customization.

The training team conducts the solution overview, captures the training requirements, and creates the core team training plan. The consulting team captures data migration requirements and defines the integration strategy for the project. The technology team captures the non-functional requirements, and performs the setup of the development, sandbox, and other non-production environments.

After the requirements and processes are documented, they are analyzed and reviewed with the customer to obtain final approval. This forms the basis of the scope for the implementation, which is then migrated into the Solution backlog. The consultants and customer resources give a high-level estimate of how long each requirement will take to implement. They then group the requirements into releases if multiple releases are required. Once approved, this forms the scope of each implementation release of Microsoft Dynamics.

A tollgate review is conducted at the end of the phase to ensure that milestones and deliverables are provided in accordance with quality standards, and that any risks and issues are proactively addressed going into the Agile Execution phase.

The Detailed Business Process Analysis workshops define the business processes to be implemented in the future and identify where specific functionality of the new system will be used. At the same time, the workshops will identify gaps in functionality that may need to be resolved by a workaround, change in business practice, or modification of the system.

Typically there would be a workshop run for each business area (for example, Accounts Payable, Purchasing, Sales, and Production). Each workshop would involve Key Users from the customer's business. It would be facilitated by a functional consultant and ideally supported by someone taking notes.

The workshops would run from 9 Weeks broken into 2 weeks for each entity. Selection of the Key Users would depend on the complexity of the business processes. The consultant probably would need up to a day to prepare for the workshop and up to two days to complete the final documentation.

For most business areas, there would be a Visio process flow template that describes a typical business process. These templates would be used during the workshop as a basis to discuss and agree on the future processes to be implemented. These future processes must be documented using Microsoft Office Visio.

The Key Users are responsible for presenting to their own company the results of the workshop. Depending on the size of the company, this might involve a presentation to the other teams involved on the project, or it could involve the Key Users going back to their own business units and presenting the details to their key people.

Agile Execution:

The goal of the Agile Execution phase is to transform the requirements gathered during the Agile Preparation phase into solution deliverables that can be carried forward for User Acceptance Testing and ultimately into a production environment for the customer. This is achieved through a series of 9 Week Sprint Cycles where the customer and consultant resources work as a team to design and develop a Microsoft Dynamics Solution that meets the customer's requirements.

In case of the project for Iskcon ITTI would break the Project into Six long sprints which would include few short sprints:

- **Milestone 1: Agile Preparation (Understanding and presenting the scope document shared by ISKCON)**
- **Milestone 2: (Implementation for GST along with UAT and Training)**

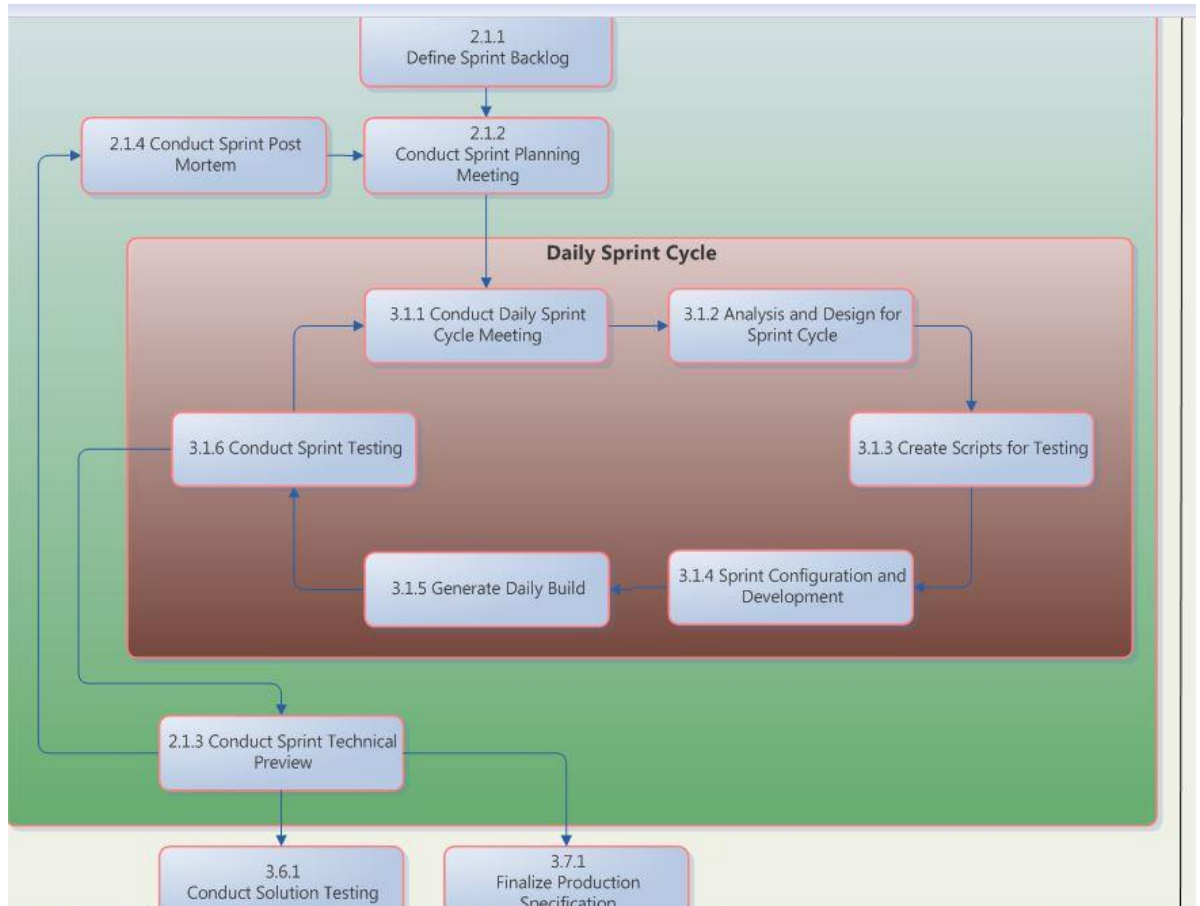
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- **Milestone 3: (Implementation for TSF (Food) along with UAT and Training)**
- **Milestone 4: (Implementation for TSF (Gifts) along with UAT and Training)**
- **Milestone 5: (Implementation for ISKCON along with UAT and Training)**
- **Milestone 6: Consolidation**



This Agile Execution phase is analogous to the Design and Development phases of the waterfall approach project types of Standard, Enterprise and Rapid in that this is where the requirements are clarified, designed, implemented and tested in preparation for delivery to the customer for User Acceptance Testing. However, the approach taken in the Agile approach is significantly different to that of Waterfall projects.

The Agile Execution phase is broken into two main cycles or loops; the 9 Week Sprint and the short Sprint Cycle which is contained within the 2 Week Sprint Cycle. The 2 Week Sprint Cycle is just that, a 9 Week maximum cycle in which requirements assigned to the sprint cycle are developed. Within the 2 Week sprint cycle a daily sprint cycle of tasks is performed by sprint team members to monitor progress and to share knowledge, information, risks and dependencies with each other as they perform design and development tasks.

The 2 week Sprint Cycle starts by first identifying the requirements for the Sprint Cycle and then creating the Sprint backlog. The Sprint Cycle requirements will be copied from the Solution Backlog into a new Sprint Backlog in preparation for the Sprint Planning Meeting. This is performed by the Sprint Cycle Manager who is responsible for the overall execution of the 9 week Sprint Cycle.

The Sprint Planning meeting is broken into two sections each lasting four hours in duration. The first section is the Sprint Visioning session where the customers BDM, SMEs and key users explain in detail how each requirement should be implemented to the sprint cycle team members. Once the Sprint Visioning session has completed the sprint cycle development team begin the Sprint Task planning session. Here each requirement is broken down into a series of tasks that need to be completed in order to meet the requirement. Each task should

be between 4-16 hours maximum duration. Consultant and Customer resources are then assigned to each task as responsible for delivery of the final requirement at the end of the 9 Week Sprint Cycle. When all tasks have been created and allocated to ensure that all can be completed within the 9 Week Sprint cycle the team is ready to begin the Daily Sprint Cycle.

Each day of the 9 Week Sprint Cycle starts with a Daily Sprint Cycle Meeting, sometimes referred to as a stand-up meeting. Here each resource details what they did previously, what they are currently doing and what they will be doing next. Once complete the sprint team members start to work on their assigned tasks. The first thing they will do is to perform any requirement analysis on their tasks\requirement and will generate a design of how the requirement is to be implemented. Once they have agreed this Test Scripts will be produced for the requirement to ensure that the design meets the test requirements before development begins. Once Test Scripts have been completed the development of the requirement takes place.

As the tasks / requirements are completed and unit tests are completed by the developer they are checked in to the central build server where the Build Manager will collate all checked-in development effort to produce the daily build which will be published to the test server. Here the customer resource working on the requirement will perform the requirement test scripts to ensure all items function / appear as expected. Following this will be the next Daily Sprint Cycle meeting starting the cycle / loop once again.

After 9 Weeks (or less if necessary, but never more) the Sprint Cycle will come to an end and the Sprint Cycle team conduct the Sprint Technical Preview. This is where all developed requirements within the 9 Weeks Sprint Cycle are demonstrated to the customer Business Decision Maker (BDM), Key Users, Subject Mater Experts (SMEs) and Project Manager. Each requirement is reviewed, and signed-off / approved, rejected, or has Change Requests raised against it which are fed back into the Solution backlog for possible inclusion in a future Sprint Cycle.

At the end of each 2 Week Sprint Cycle a Sprint Post Mortem is held involving all participants of the 2 Week Sprint Cycle where the overall Sprint performance is discussed to see how it can be improved on for the next 98 Week Sprint Cycle. This takes place even if there are to be no more Sprint Cycles within the release because all release requirements have been developed. If there are more Sprint Cycles then the Sprint Cycle Manager will generate a new Sprint Backlog from the Solution Backlog in preparation for the next 2 Week Sprint Cycle Planning Meeting.

When the Final Sprint Cycle is completed for a Release and the Sprint Technical Preview has been held the consultants perform an overall Solution Test before passing on the completed release functionality for User Acceptance Testing. In addition to this the specification for the customer's production environment is finalized.

Sprint Cycle Deliverables

- **Sprint System Configuration**
- **Sprint Custom Code Development**
- **Sprint Integration and Interface Code Development**
- **Sprint Data Migration Code Development**
- **Functional, Integration and Data Migration Test Scripts and Test Data**
- **Completed Sprint Backlog**

Phase Deliverables

- **Final System Configuration**
- **Final Custom Code Development**
- **Final Integration and Interface Code Development**
- **Final Data Migration Code Development**
- **Functional, Integration and Data Migration Test Scripts and Test Data**
- **Production Environment Specification**
- **Completed Sprint Backlog for each Sprint cycle**

Deployment Phase:

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The Deployment phase is where all the efforts of the project team come together for a successful transition to the new Microsoft Dynamics™ solution. Key activities in this phase include End User Training, User Acceptance Testing, and the actual cutover to the new or upgraded production environment. For Enterprise projects, Performance Testing is also completed.

In case of ISKCON and TSF (Foods) the deployment phase would be carried out under the 6 Sprints long prints defined for all the entities.

The Deployment phase for new Dynamics implementations involves ongoing project management activities to manage risks and issues, communications, change requests, and project plan updates. The deployment plan that was initiated in the Design phase is finalized with the consulting and customer project teams. This plan forms the basis of the deployment or cutover tasks that need to be well-managed before go-live.

The training team finalizes the training guides and conducts end user training sessions. In the Quality and Testing cross phase, User Acceptance Testing (UAT) is executed. Upon successful completion of UAT by Key Users, a business go/no-go decision is made on whether to proceed with the go-live or to defer until any critical issues are resolved. For Enterprise projects, Performance Testing is completed.

The infrastructure and technical teams prepare the production environment for the cutover tasks that lead to the go-live state. Required configurations and tweaks may be made, and performance tuning maybe performed if necessary.

Another parallel activity that is performed upon completion of UAT is the initial data load into production by the data migration team. If necessary, once the initial load is complete, periodic batch loads may be executed to load ongoing data from legacy systems.

The team performs a production environment audit and obtains final system approval from the customer. The system is now ready for go-live and any subsequent environment changes are placed under the established system change control process.

Baseline Deliverables

- End User Training
- User Acceptance Test Results
- Final Data Migration (excluding Upgrade Projects)
- Final System Readiness & Go-Live Checklist
- Production Environment
- Cutover to Production

Operation Phase:

The Operation phase defines the activities required to close the project, provide post-production support, and transition the solution and knowledge to the customer. Key objectives of this phase include providing post-go-live support, transitioning the solution to support, performing a final quality audit, and project closure.

Deliverables

- Project Closure Report
- Final Delivery of all Project Deliverables to the customer
- Documented Lessons Learned

The Operation phase involves the final activities required to close out the project and transition the solution and knowledge to the customer.

The Program Management team prepares the final invoices, lessons learned, the project closure report, and prepares for the formal Project Closure meeting. The team also prepares a folder with all the project deliverable documents with their acceptance forms. These documents are reviewed with the customer to obtain final approval and acceptance.

The functional and technical team resources required to provide post-go-live support resolve any issues that arise out of deployment to the user base. At this point, the support teams are also involved to resolve issues so that the transition of the solution to the customer and support (per the appropriate support contract) takes place smoothly.

Any remaining knowledge transfer items that were not covered during the previous phases are completed in this phase. Upon completion of the post-go-live support activities, the team completes all necessary logistical

activities and obtains final sign-off on the project.

Transition solution to support

After go-live, the ITTI consulting team will provide additional support to assist the customer in using the new Microsoft Dynamics solution. This activity includes resolving issues that are reported, which may be related to setup or configuration in the system, adding fields into a report, or assisting users in going through the new work procedures. During this period, as issues surface, it is the Application Consultant's responsibility to monitor those items and make sure that the Project Managers on both sides are well informed.

To be effective in this Activity, a rigorous process for recording, triaging, and managing the resolution of reported issues should be in place. Generally, an issue will be of one of the following types:

- **Configuration Issue.** The issue identifies a flaw in the system implementation, perhaps the system not performing as per requirements or design. Depending on the resolution, the issue may be fixed under warranty, at cost to the customer, or deferred due to prioritization or cost constraints.
- **New requirement.** An issue that was not within the solution implementation scope. A change request may be required to address the requirement.
- **Product Defect.** The issue may be caused by an underlying defect in the systems that the solution is built from, including the Microsoft Dynamics solutions or the independent software vendor (ISV) components. Resolution may require liaison with the corresponding party.

While the recommendation is to have on-site support for at least two weeks after go-live—and for at least one month after closing in the case of an ERP implementation—the Project Manager and Customer Project Manager will determine the duration of post-go-live support that the consulting team will provide.

There are two types of post-go-live support that the consulting team may provide to its customers.

- **On-site support.** This type of support is when the Application Consultant is available at the customer site based on the duration agreed upon by the two teams. The consultant will be able to provide assistance in person to the End Users. This type of support will have a faster response time but will be more expensive because the time and expenses incurred by the consultant will be paid by the customer.
- **Remote support.** This type of support is when the Application Consultant is available to the customer via phone or e-mail. The customer will call or send the consultant an e-mail message to describe the issue that it needs to resolve. This type of support may have a slower response time but will be less expensive since the customer will only pay for the time spent on resolving the issue.

After the system is live, and toward the end of the post-go-live support activity, the solution is handed over from the project team to ongoing support.

The Project Manager should discuss the importance of ongoing support and maintenance for the customer. It will help protect the customer's investment, maximize the solution value, and improve the customer's overall productivity.

2.3 Effort Estimate

To implement MS Dynamics NAV2013R2 with Finance and Procurement Planning and Sales and Inventory Planning and Production Planning with 10 customized reports the estimate is as follows:

		ISKCON - Navision Implementation Phase 1																				Resources Involved		Efforts in Calendar Days		Payment Terms		
		Gokula Seva Trust (GST)						Touchstone Foundation (TSF)						ISKCON				Consolidation										
								Foods				Gifts																
		Sprint 1 (2 weeks)	Sprint 2 (2 weeks)	Sprint 3 (2 weeks)	Sprint 4 (2 weeks)	Sprint 5 (1 week)	Sprint 1 (2 weeks)	Sprint 2 (2 weeks)	Sprint 3 (2 weeks)	Sprint 4 (2 weeks)	Sprint 5 (2 Weeks)	Sprint 6 (1 week)	Sprint 1 (2 weeks)	Sprint 2 (2 weeks)	Sprint 3 (2 weeks)	Sprint 4 (2 weeks)	Sprint 5 (2 Weeks)	Sprint 6 (1 week)										
	Sprint 0 (1 week)																											
Milestone 1	Understanding the Study document and clarifications if any.																									Scrum Manager, Project Manager and Functional Consultant 1,2 and 3	4	
Milestone 2		Finance	Purchase & Invt & Quality	Stores Mgmt	Sales	Review - CRP and Go Live																				Scrum Manager, PM, Functional Consultant 1 and TC 1	42	
Milestone 3							Finance	Purchase & Invt & Quality	Stores Mgmt	Sales	Production	Review - CRP n Go Live	Finance	Purchase & Invt & Quality	Stores Mgmt										Scrum Manager, PM, Functional Consultant 1 and FC 2 and TC1 and TC 2	56		
Milestone 4																	Sales	Review - CRP n Go Live								Scrum Manager, PM, Functional Consultant 1 and Technical Consultant 1	42	
Milestone 5																			Finance	Purchase & Invt & Quality	Stores Mgmt	Sales	Donation Mgmt and Kalyana	Review - CRP n Go Live		Scrum Manager, PM, Functional Consultant 1 and TC 1	60	
Milestone 6																								Consolidation	Scrum Manager, PM, Functional Consultant 1 & FC 2 and TC1	20		

2.4 Project Schedule

The engagement will be completed in **6 Calendar Months** with the objective to complete the Deliverables mentioned under **section 2.1** with team of 7 consultants (Onsite / Offshore location).

2.5 Project Deliverables

This section provides an overview about the Key Deliverables of the proposed solution.

Key Deliverables are listed below:

- **Project Plan**
 - Describes schedule, roles and responsibilities for the project.
 - 9 Week Sprint will be considered as milestone and will be closed on milestone basis.
- **Milestone study phase, Impact Analysis, development, testing (UAT) and implementation.**
 - Describes how the system will work from a business perspective.
 - The documentation as per Sure Step Agile Project Type
- **Completed Microsoft® Dynamics™ Solution**
 - This includes the completed and accepted business solution

2.6 Risks and Mitigations

Risk management includes identifying, analyzing and responding to project risks when initiating a project. During project execution, monitoring and controlling are ongoing activities to manage the uncertainty of risks. Besides risks with negative impact on the project success there are positive risks that create opportunities for the project. An example of a positive risk is the payment of a bonus when keeping a specific timeline or budget. Descriptions in this methodology do not explicitly explain the management of positive risks.

Planning for risks reduces costs, secures the project success and provides the customer with confidence to reach the defined project goals. Risks are best managed if they are identified well before they actually occur. Without knowing and being aware about the risks, it is impossible to avoid or mitigate the risks or to plan appropriate contingency to lower the impact of the occurring risk.

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Risk management is concerned about future events with an uncertainty. A key to success is to use historical information and experiences from prior projects. This creates a good reason to archive risk documentation and to include the experiences in the lessons learned documentation for future use.

Some of the Risks and mitigation which are identified during the execution of Project would be as below:

Risk: No Proper Scope definition (Customer requirements are not fully defined or known up front)

Mitigation: Even though agile methodology speaks about iterations and is used when no proper requirements are defined. ITTI suggests involvement of Iskcon stake holders during the requirement gathering phase and also ITTI would submit the functional and nonfunctional requirements documents for signoff by Iskcon stakeholders.

Risk: No proper planning for an issue management process which should include identifying, documenting and resolving issues.

Mitigation: A formal procedure reduces impact on scope, time, cost and quality of the project. It provides a means for project managers to be proactive rather than reactive in dealing with issues.

Risk: Improper Project Planning and timelines

Mitigation: During the Agile Preparation Phase a detailed project Plan with sub activities would be provided to the Iskcon stakeholders.

Risk: No Proper communication Management plan who should do the project work and what equipment and material resources are needed to conduct the project work.

Mitigation: The project Plan will include proper planning of whom should do the project work and what equipment and material resources are needed to conduct the project work

Risk: No proper ongoing project communication during the project execution to satisfy the stakeholders' needs.

Mitigation: ITTI would provide a proper communication procedure describing the active members and SPOC details along with escalation matrix to Iskcon stakeholders and this would be vis versa.

Risk: No proper deliverables and project management

Mitigation: ITTI being a SEI CMMI Level and ISO 9001 standards Complaint Company has a strong internal quality team which monitors and tracks all the Projects being executed. ITTI QMS team ensures a certain level of quality for the project deliverables and for project management. Activities addressing quality issues include defining processes, procedures, standards and policies as required to satisfy project stakeholder needs.

Risk: No proper Resource Management

Mitigation: ITTI has a pool of resource bench strength in case of any exigencies related to resources a backup resources would be provided.

2.7 User Acceptance Criteria

- The delivered software meets 100% requirements as per the agreed milestone which will be called as Sprint.
- Resolution of defects (100%) arising during UAT during each Sprint and on closure of this Sprint only, the next milestone will be considered for execution.
- Delivery of work products as per [section 2.5](#) of this proposal.

Note: Enhancements / Changes arising during UAT (other than the defects mentioned above) shall be taken up provided the effort for the enhancement is 5% of the Project Effort or 3 person days, whichever is less.

2.8 Warranty

The warranty period for this project would be 30 days from the date of delivery.

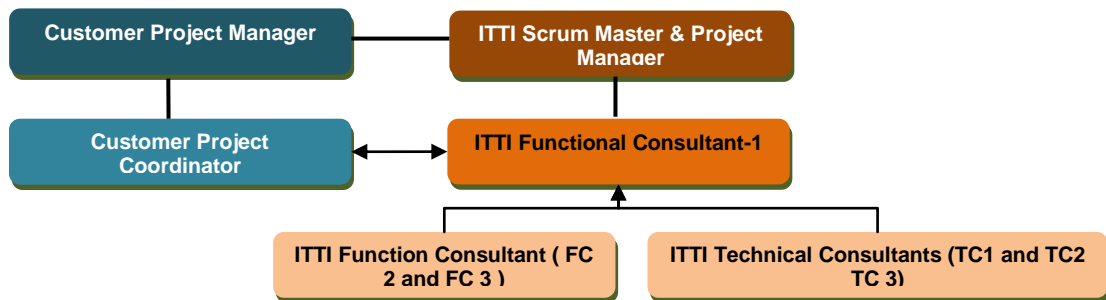
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2.9 Project Team



2.10 Project Location & Details

The implementation is at customer Location in Bangalore (ISKCON) and development activities are from ITTI, Bangalore.

3.0 Roles & Responsibilities

3.1 Responsibilities of the Customer

- Identify and appoint a single point of contact for co-ordination
- Make sure the entire process and required documents as proof to be provided at the time of system study.
- Ensure adequate time and availability of the key user to provide the necessary information
- Provide the necessary information and access for the existing applications (if required) for understanding the system.
- If required need to involve the integration application vendors for support.

3.2 Responsibilities of ITTI

- Ensure a experienced consultant should be deployed for the assignment
- Ensure on time delivery of Deliverables.

3.3 Project Communication

ITTI Senior Functional consultant will interact with the single point of contact for all the communications.

- Weekly reviews will be conducted between the project managers.
- E-mail communication is in place for all the correspondence.
- Both the parties should sign on milestone completion.

The key contacts from ITTI during the course of this project are:

	Phone number	Mobile number	E-mail ID
Kalyan RVS Project Manager – Microsoft Dynamics	+91-80-22547575	+91- 9342673469	kalyan.rvs@itti.com
Ravi Chander L General Manager – Consulting	+91-80-22547575	+91-9844093485	ravi@itti.com
Harsha B Narayanappa Business Manager	+91-80-41102525	+91-9886869081	Harsha.bn@itti.com

4.0 Software & Hardware Requirements

4.1 Software Requirement for Navision.

4.2 Software & Hardware for NAV Windows client

Operating system	<p>The Microsoft Dynamics NAV Windows client runs on the following versions of Windows:</p> <ul style="list-style-type: none"> Windows 8 Professional or Enterprise (32-bit or 64-bit editions). Windows 7 Professional, Enterprise, or Ultimate (32-bit or 64-bit editions). Windows Server 2012. Windows Server 2008 R2. <p>On 64-bit editions of Windows, the Microsoft Dynamics NAV Windows client runs in WOW64 emulation mode.</p>
Hardware resources	<p>Hard disk space:</p> <ul style="list-style-type: none"> 30 MB. <p>Memory:</p> <ul style="list-style-type: none"> 1 GB.
Additional software	<ul style="list-style-type: none"> Microsoft .NET Framework 4.5. <p>Microsoft Dynamics NAV 2013 R2 Setup installs this software if it is not already present on the target computer.</p> <ul style="list-style-type: none"> Microsoft Lync 2013 or Microsoft Lync 2010 is required for instant messaging and Telephony API (TAPI). Microsoft Office 2013 or Microsoft Office 2010 is required for Outlook client integration and mail merge. Microsoft Office 2013, Microsoft Office 2010, or Microsoft Office 365 is also required for budget import and export to and from Microsoft Excel and Office XML, and SharePoint links
Reports	<p>Microsoft Report Viewer 2012 and either Microsoft Visual Studio or Microsoft SQL Server Report Builder are required for designing reports in the development environment.</p> <ul style="list-style-type: none"> Microsoft Dynamics NAV 2013 R2 Setup installs Microsoft SQL Server Report Builder for Microsoft SQL Server 2012 if none of the above is already installed on the target computer. Setup only installs Microsoft SQL Server Report Builder for Microsoft SQL Server 2012 if the development environment is included in the install. Microsoft Report Viewer 2012 is required for running reports in the Microsoft Dynamics NAV Windows client or on Microsoft Dynamics NAV Server.

4.3 Software & Hardware for NAV Web client

Server Components	<p>Operating System (only 64-bit editions supported): Windows 7, Windows 8, Windows Server 2008 R2, or Windows Server 2012. .</p> <ul style="list-style-type: none"> Microsoft .NET Framework 4.5. <p>Microsoft Dynamics NAV 2013 R2 Setup installs this software if it is not already present on the target computer.</p> <ul style="list-style-type: none"> Internet Information Server 7.0 or Internet Information Server 8.0. The following features must be enabled: NET Extensibility in IIS 7.0 or .NET Extensibility 4.5 in IIS 8.0 ASP .NET in IIS 7.0 or ASP .NET 4.5 in IIS 8.0 ISAPI Extensions ISAPI Filters Request Filtering Windows Authentication Static Content
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	<ul style="list-style-type: none"> • HTTP Activation • Windows PowerShell 3.0. For other supported operating systems • Report Viewer 2012.
Supported browsers	<ul style="list-style-type: none"> • Internet Explorer 9 on Windows 7, Windows Server 2008 R2, or Windows Server 2008 (32-bit or 64-bit editions). • Supported with limitations: • Google Chrome 16 on Windows 7, Windows Server 2008 R2, or Windows Server 2008 (32-bit or 64-bit editions). • Mozilla Firefox 9 on Windows 7, Windows Server 2008 R2, or Windows Server 2008 (32-bit or 64-bit editions). • Safari 5.1.2 on iOS (iPad) •
Additional Software	<p>Microsoft Office 2013, Microsoft Office 2010, or Microsoft Office 365 is required for sending data to Microsoft Excel, and SharePoint Online links.</p> <ul style="list-style-type: none"> • Microsoft Office 2013, Microsoft Office 2010, or Microsoft Office 365 is required for OneNote integration. • To avoid crashes on the IIS server with many concurrent users, download and install the update from here

4.4 System Requirements for Microsoft Dynamics NAV Server

Operating system	<p>Microsoft Dynamics NAV Server only runs on 64-bit editions of the following versions of Windows:</p> <ul style="list-style-type: none"> • Windows 8 Professional or Enterprise. • Windows 7 Professional, Ultimate, or Enterprise. • Windows Server 2012. • Windows Server 2012 Essentials. • Windows Server 2008 R2. • Windows Small Business Server 2008. • Windows Small Business Server 2011
Hardware resources	<p>Hard disk space:</p> <ul style="list-style-type: none"> • 1 TB. <p>Memory:</p> <ul style="list-style-type: none"> • 4 GB
Additional software	<ul style="list-style-type: none"> • Microsoft .NET Framework 4.5. <p>Microsoft Dynamics NAV 2013 R2 Setup installs this software if it is not already present on the target computer.</p> <ul style="list-style-type: none"> • Windows PowerShell 3.0. For other supported operating systems, see Windows Management Framework 3.0 on the Microsoft Download Center. • Microsoft Report Viewer 2012 is required for Save as Excel or Save as PDF functionality. <p>Microsoft Dynamics NAV 2013 R2 Setup installs this software if it is not already present on the target compute</p>
SQL Server	<p>The database components run on the following versions and editions of SQL Server:</p> <ul style="list-style-type: none"> • Microsoft SQL Server 2012 Express, Standard, or Enterprise (64-bit editions only). • Microsoft SQL Server 2008 R2 Express, Workgroup, Standard, or Enterprise (64-bit editions only). • Microsoft SQL Server 2008 Express, Workgroup, Standard, or Enterprise (64-bit editions only). <p>The 64-bit edition of SQL Server 2012 Express is automatically installed before the</p>

Microsoft Dynamics NAV 2013 R2 database components by Microsoft Dynamics NAV 2013 R2 Setup if a supported SQL Server product is not already installed on the target computer.
If the operating system on the target computer does not support SQL Server 2012 Express (for example, Windows Server 2008), Setup displays a pre-requisite warning. In this case you should exit Setup and then update the operating system on the computer to one that does support SQL Server 2012 Express (for example, Windows Server 2008 SP2 or Windows Server 2008 R2 SP1). Then run Setup again

5.0 COMMERCIAL TERMS

This section gives details on the Commercial Terms of the Proposal.

5.1 Professional Fee - System Study

Activity	Project Value (INR)
Professional Fee/Service charges for Implementation of NAV2013R2	3000000
Total (INR Thirty Lakhs only)	3000000

Any other activities that are out of this defined scope (section 2.1) will be charged at extra cost based on the actual efforts spent on the

Note:

- These prices are exclusive of applicable taxes, duties etc.
- Any development activity identified & approved by Iskcon (as per Change Request Process) and effort impacted due to non-availability of resources will be charged INR 6000 per person day for Functional resource and INR 5000 for Technical resource.
- ITTI standard business hours are 9:30 to 18:00 Monday to Friday and otherwise mutually agreed with ITTI, the consultant will follow this schedule
- ITTI consultant(s) are expected to participate in the project on a full-time basis with onsite offshore model

5.2 Payment Schedule

The payment of the professional fees shall be as per the chart shown below:

Milestone	Percentage of Contract Value	GFA Responsibility
Along with PO	20% of Professional Fees	Release the P.O. and payment
Milestone 2 Go Live	20% of Professional Fees	Sign off within 7 calendar days from date of UAT
Milestone 3 Go Live	20% of Professional Fees	Sign off within 7 calendar days from the date of UAT
Milestone 4 Go Live	20% of Professional Fees	Sign off within 7 calendar days from the date of UAT
Milestone 5 Go Live	10% of Professional Fees	Sign off within 7 calendar days from the date of UAT
Milestone 6 Go Live	10% of Professional Fees	Sign off within 7 calendar days from the date of UAT

5.3 Validity of Proposal

This proposal is valid for two calendar weeks from the time of submission.

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5.4 Letter of Intent

As a first step for the assignment, Customer is requested to issue ITTI a Letter of Intent (or a P.O). This letter will refer to the proposal and confirm its acceptance in the format given below ([LOI](#)).

6.0 OTHER TERMS & CONDITIONS

Billing

All the payments are to be made via wire transfer favoring "ITTI Pvt. Ltd." (As mentioned below) payable at Bangalore within 30 days from the date of Invoice

Final Beneficiary	ITTI Private Limited
Final Beneficiary Bank A/c No.	040004248780019
Final Beneficiary Bank Address	Deutsche Bank AG, Mumbai Branch, Maharashtra, India
Final Beneficiary SWIFT Code	DEUTINBBPBC
Correspondence Bank Details	Deutsche Bank Trust Company Americas, 60, Wall Street, New York, NY 1005.
Correspondence Bank SWIFT Code	BKTRUS33
Correspondence Bank A/c No.	04 – 411 – 536

Any Sales tax or statutory levies, as applicable, will be charged extra

Confidentiality

All information including recommendations and observations transferred by ITTI consultants to the Customer will be for sole and exclusive use of the Customer.

Direct and Consequential Liability

In no event shall ITTI and the Customer, be liable, one to the other, for special, direct, indirect or any other damages in connection with or arising out of the furnishing, performance or use of the services or deliverables provided by ITTI under the terms of this proposal.

Force Majeure

If the performance as specified in this proposal is prevented, restricted, delayed or interfered by circumstances beyond the control of the party affected, the time for project shall be suitably extended until the operation of such cause has ceased.

Non Employment

The Customer shall neither offer to employ nor employ, directly or otherwise, any ITTI associates associated for the purpose of, or with the assignment, during the period between the date candidate was proposed and one year from the completion of the assignment arising here from.

Deputation of Consultants

Consultants deputed on the assignment will be associates of ITTI. As far as possible, ITTI will ensure continuity of consultants deputed. However, ITTI reserves the right of de-allocation of consultants and replacing them with new incumbents, if found absolutely necessary. Under all circumstances within its control, ITTI will effect each de-allocation with prior intimation to the Customer.

Indemnity

The Customer shall, during the period of coverage of this proposal, indemnify and hold ITTI from any loss, claim or damage unless caused by the negligence of ITTI's associates to any person or property arising out of the use or possession of the equipment or location by ITTI or its associates.

Changes in Functionality

Any change, which is out of the scope, comes up during the Pilot / Acceptance Testing will be charged at Actuals based on the number of man days spent for the project.

If the Pilot / Acceptance Testing is delayed (as against the time plan) due to any reasons from the customer's side, the same will be charged at the prevailing rates

Change in the Business Process

If there is any change in the Business Process leading to change of scope during the course of the Project, then it will be charged by ITTI. Other related documents will be amended by ITTI in consultation with the Customer.

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7.0 LETTER OF INTENT (LOI)

Proposal Name	Implementation of MS Dynamics NAV2013R2	
Proposal Number	2014_246	
Customer	International Society for Krishna Consciousness (The Hare Krishna Movement)	
Customer Manager	Mr. Janaki Vallaba Dasa Prabhu	
	Professional Charges for Implementation	30,00,000 + Taxes as applicable
	INR Thirty Lakhs only	

We confirm the acceptance of the subject proposal. Purchase order will be issued shortly.

Customer's Comments:

For

ITTI Pvt Ltd.

For

Iskcon

<<Signature>>