*Pinnsoft Consultancy Services Private Limited*

# SAP skills deployment Proposal SPIC & GSFL

**Submitted by**

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# 1. About Pinnsoft

Pinnsoft Consultancy Services (PCS) was established in 2016 by a team of expert SAP Professionals with a vision in mind and a cumulative experience that counts to few decades in the field of SAP Services.

With our innovative business models and professional team of SAP consultants, we have been delivering efficient SAP support in an intuitive and cost effective manner that suits most businesses.

**Our SAP Services:**

- Full Cycle SAP Implementation
- SAP Post Implementation Support
- SAP Version Upgrades and Rollouts
- SAP DR Implementation
- SAP Functional and ABAP support
- SAP Basis Support / Datacenter support / SAP Security
- SAP Hana / Cutting-Edge Technology
- SAP Solution Manager Implementation
- Integration with 3rd Party applications

**Service Offerings:**
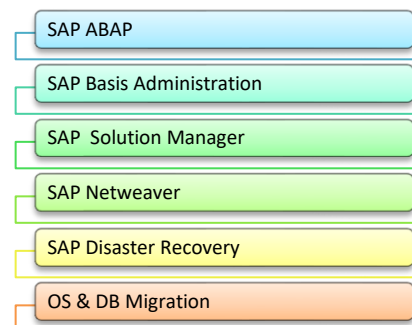


We offer our customers tailored solutions and service portfolio for the entire life cycle of SAP investment through a flexible onsite and offsite business model. This flexible model gives us an edge and enables us to provide mission critical applications with cost effective solutions for enterprises irrespective of its size and business model.

The management team of Pinnsoft consists of Industry veterans with in depth knowledge of SAP and Business Objects product implementation and production support experience in leading industries. This experience with client centric approach will be leveraged to build

industry specific solution addressing the industry pain points using SAP's latest technology of HANA, Mobile and cloud solutions.

## 2. Introduction

- ➢ **SPIC is looking for a partner for their SAP skill requirements.**
- ➢ **PINNSOFT will share their resources deployment and commercials for further discussion.**
- ➢ **PINNSOFT is a startup firm and focusing on digital transformation in SAP.**
- ➢ **PINNSOFT founded and spearheaded by SAP Veterans who have 20+ years' experience in delivering SAP services for India and Global clients.**
- ➢ **NASSCOM member, MSME certified**
- ➢ **Having 25+ SAP consultants who are very strong in various SAP competencies span across all functionalities and technical.**
- ➢ **Delivering Projects in India, South East Asian ,Middle East and US regions**
- ➢ **Offering simple to complex solutions at optimized cost.**
- ➢ **Existing clients experiencing value for money from our services.**
- ➢ **PINNSOFT has multiple clients in and around Chennai for SAP AMC .Any references can be done in next stages of proposal**

## 3. Scope of Support

Modules to be covered for resource deployment

    -Sales and Distribution (SAP SD)

    -Plant Maintenance, Production Planning (SAP PM,PP)

**Duration:** 6 months

**Proposed resources**

1.Kannan ,23+ years' experience in SAP MM and FICO (Onsite and Offshore)

2.Aravid - 5 years' experience in SAP FICO /PP/PM(Onsite SPIC-Tuticorin)

3.Muniraj/Rahul  - 4 years' experience in SAP SD/MM . (Onsite SPIC-Guindy)

From the resources list provided, one of them will be deployed in Tuticorin on rotational basis
.One of our resources will be at onsite any point of time.

In addition to their SAP support tasks, the fresher's recruited by SPIC will be trained on those
issues handled by PINNSOFT resources.

## 4. Scope Exclusion

1. Any new module implementation / enhancements are excluded from the scope of annual
   support

2. Any Technical / Functional Upgrades & Rollouts

3. Customization in SAP Application modules or Legacy Systems other than the
   customizations mentioned in Scope. This includes development for any enhancements &
   conversions, which are not included in the current project scope.

4. Business Process Re-engineering (BPR)

5. System Administration

6. Digital certificates or any other encryption infrastructure

7. Data Entry / Master Creation

8. Fixing product bugs. However, during the post implementation support, Pinnsoft will raise
   Technical request on behalf of the Client and do the necessary follow-up with SAP for the right
   fixes.

9. Any integration between the out-of-the-box SAP Applications Modules

## 5. Assumptions

1. The scope mentioned in this document is purely based on mutual understanding of requirements through the documents / information provided by the Client.

2. The Application Maintenance team will provide support during the business hours of the Client (Monday to Friday). This is applicable to both Technical and functional support.

3. Pinnsoft will execute the jobs from their offshore center in Chennai. For facilitating the offshore work, the Client will provide the necessary remote access (ISDN / VPN) to their servers after signing SAP Post Implementation Support Services Agreement, which, inter-alia, include a mutual Non Disclosure clause.

4. In case required, the Client will provide Pinnsoft's Onsite consultant(s), with adequate infrastructure and working environment by means of Desktop, Telephone, Fax, Access keys etc.

5. Issues should be submitted along with detailed requirement specification as per the template provided by Pinnsoft only through the Solution Manager Helpdesk Application

6. The Client will ensure the user sign off of all completed issues along with signature of Functional Heads of the Client.

7. ASAP implementation methodology and approach will be adopted and managed by both Pinnsoft and the Client's Project Managers.

8. Support requirements will be reported in English Language and response / resolution will be sent in English Language.

9. A SAP Post Implementation Support Agreement with SLA shall be entered into between Pinnsoft and Client detailing the terms and conditions.

10. Any delays or failure to perform the services on account of Force Majeure conditions which are beyond the reasonable control of Pinnsoft, and which could not have been prevented by exercise of reasonable care and diligence, shall not constitute a breach of the terms.

# 6. Pricing

### *Pricing for Support:*

| Sl. No. | Description | Amount (Rs.) |
|---|---|---|
| 1 | Post Implementation Support for SAP PP/PM and SD Module per Month | 2,20,000 |
| | **TOTAL** | **2,20,000** |

**Total Cost:** *Two Lakhs and Twenty Thousand INR  Per Month.*

**Payment Schedule:**
- ✓ Payment will be Monthly in advance for the support services
- ✓ Payment shall be released within 7 days of the date of invoice

**Applicable Taxes:**

All prices quoted above is exclusive of all taxes, levies and duties, which will be at Client's cost.

**Validity**:

This Offer is Valid for 15 days from the date of submission.