To

**Greg Whitcomb**

**Strategic Sourcing**

Dear **Greg Whitcomb**

ZSL Inc is pleased to submit our response in reference to the Request for Proposal to offer a solution for **“Nationwide Field Assignment Optimization”** At the outset we would like to bring to Nationwide’s notice some of the key **strengths** and the **differentiation in our approach** to meet and surpass the requirements.

We are very proud that FieldPower has been recognized as a **'Niche Player' in 2020 Gartner Magic Quadrant Field Service Management** report. We believe, this recognition is just an assurance that we have a robust, clearly defined roadmap for the product in place. It provides our clients and prospects with independent assurance on our commitment to the product and also a clear reflection of our efforts in the right direction for the last couple of years

ZSL Inc. proposal relies primarily on existing “out-of-the-box” technology solutions that have a track record of proven performance. Our Analytical and Mathematical experts helped to innovate the solution through Proprietary Algorithms and Business Intelligence, which helps, achieve our mantra ‘**Right Technician, with the Right skills, at the Right Time, with the Right Equipment and Parts at the Lowest Cost per Job and High-Quality Service’**. These functionalities were designed and enhanced by respected industry experts in service management, retail, logistics, and field service automation and mainly our working experience with Nationwide for its unique business needs since 2011.

Customer Delight & Loyalty, Decreased Cost of Sale and Optimizing the management of Knowledge Workers are founding pillars for any Top Class Service Organization. Companies face the Challenging task of delivering high quality customer service at lower unit costs, across widely distributed organizational structures and it is driving companies to utilize technology to build and enhance service organizations but retain or excel the customer satisfaction index.

We are committed to deliver our highest quality product, and we look forward to building a long-term partnership with Insight through the delivery of our Field Services Management platform.

Sincerely,   
**Ganesh Ramakrishnan**

Sr. Vice President

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RFI Response to

Nationwide Field Assignment Optimization

for



Submitted by-

Ganesh Ramakrishnan

Sr. Vice President

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# **SUPPLIER INFORMATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **COMPANY NAME** | ZSL Inc, | **CONTACT NAME** | Ganesh Ramakrishnan |
| **ADDRESS** | 85 Lincoln Highway, | **CONTACT TITLE** | Executive Vice President |
| Edison, | **PHONE** | 1-732-549-9770 |
| NJ 08820 | **EMAIL** | [ganeshr@zsl.com](mailto:ganeshr@zsl.com) |
|  | **WEBSITE** | [www.zsl.com](http://www.zsl.com)  [www.fieldpower.com](http://www.fieldpower.com) |

## SUPPLIER BACKGROUND

|  |  |
| --- | --- |
| **COMPANY HISTORY OF OWNERSHIP AND AFFILIATIONS** | Company has been in existence since 1996. It has been providing Product, Solutions and Services as a Global IT Enterprise Systems Enabler for over decades. It has industry wide strategic partnerships with Microsoft, IBM and various Technology and Business experts. |
| **OFFICE LOCATIONS** | Edison , NJ (US Corporate Headquarters) with offices in Chennai , Bangalore, Dubai and UK |
| **BRIEF STATEMENT OF CORE BUSINESS COMPETENCIES** | ZSL is a Trusted Advisor and Global Provider of Products Solutions and Services to small mid and Large Enterprises across various industries. Our flagship Product FieldPower® is deployed across Field Service Organizations with global installations. We also bring our deep expertise in Integration and Deployment of Best-of-the-breed software providers – One-stop-shop for Technology needs . |
| **SPECIAL REQUIREMENTS** |  |

## CAPABILITIES AND EXPERIENCE

|  |  |
| --- | --- |
| **CAPABILITIES** | ZSL has earned a reputation as a respected leader in providing technology-based business solutions and services that leverage a globally positioned workforce of Software Engineers and Subject Matter Experts. From locations throughout US, Canada, India, Asia Pacific and Europe, ZSL develops and supports a broad range of industry specific and customer enterprise business applications with a proven delivery model that combines local consulting and delivery centers with highly scalable and cost-effective offshore development and testing facilities. |
| **EXPERIENCE** | ZSL has a long standing history over 23 years of approaching every client and every project as a partner, carefully configuring teams of business and technology professionals that complement and optimize client-side project groups, guaranteeing the highest quality deliverable in the shortest time-to-market achievable |
| **WHY YOUR PRODUCT/ COMPANY IS A GOOD FIT; 150 WORDS OR LESS** | * **Partnered with Nationwide and has developed deep understanding of Business, Technology Unique to Nationwide since 2011** * **One Stop Shop Field Service Management Solution that Integrates in One Single Platform Clients, Nationwide and Vendors** * **Trusted Advisor and a Strategic Partner approach by bringing deep expertise in Product, Service and Solution by Platform, Integration and Standlone and Add-ons with extensive experience across several industries.** * **Pioneers at Best Practices** in Field Force Management solution across various verticals with many implementations in Telecom and other industries globally. * **High QoS & Low CoS** - High Quality & Low Cost Service Offering through our Global capability & extensive Technology Experience. Our expertise in implementing similar solutions itself is a demonstration of Quality Standards we maintain while executing projects. * **Best-of-the-Breed Approach** by Integrating Best and Optimized approach in quick time to market and TCO. * **Two pronged Solutions approaches coming out of extensive experience**    + One Single Platform – New Product Implementation   + Overhaul VMS with Migration / Upgrades with Newer functionalities/ New capabilities and avoiding any redundancy. * **Very Competitive Pricing along with License Credits**   ZSL has always given Most Favored Nation Status to Nationwide since 2011. And we intend extend our capabilities of competency and pass on the benefits of the same to Nationwide through competitive pricing. So this proposal also qualifies for further License credits. |

# BUDGETARY PRICING

**Nationwide Field Service Management System - Pricing Model**

# Cloud Pricing Model

Licensor Product(s): ZSL Fieldpower Cloud software

All fees specified in this Schedule are USD. Taxes are not included.

|  |  |
| --- | --- |
| **FieldPower Software License Cost - Tiered Pricing (Monthly)** | |
| **Named Server Users\* (Minimum 100 users)** | |
| **# of Users** | **Monthly Price (USD)** |
| 1 - 100 Users | $ 100.00 |
| 101 - 250 Users | $ 80.00 |
| 251 - 500 Users | $ 60.00 |
| 500+ Users | $ 50.00 |

# Monthly Pricing

|  |  |  |  |
| --- | --- | --- | --- |
| **FieldPower Software License Cost - Tiered Pricing (Monthly)** | | | |
| **Named Server Users – 200 Users** | | | |
| **# of Users** | **QTY** | **Unit Price** | **Monthly Price (USD)** |
| 1 - 100 Users | 100 | $ 100.00 | $10,000.00 |
| 101 - 250 Users | 100 | $ 80.00 | $6,000.00 |
| **Total License Cost** | | | $18,000.00 |

**Terms:**

* Minimum Users License Commitment - 100 Named Server Users
* All fees shall be due from Customer in advance and shall be received by ZSL on or before the 1st of the preceding 3 months of service (Quarterly Billing)
* Licensor will invoice Customer upon successful setting up the test and production environments
* Customer will have the flexibility of Scaling Up / Down the Number of Users during the life of the contract. The above-mentioned Unit Price will be applied based on the number of Users in actual for the Quarterly billing period
* Existing Customer's Bing/Google maps license can be used for mapping.
* **Named Server Users**
  + Per user/ per month cloud licensing model for Server
  + All-inclusive cost of server, Application hosting, Backup and maintenance activities
  + A license is purchased for a particular individual and may access the web application from anywhere using any devices. At any point of time, one session will be allowed for one user. If the user tries to access from other devices, the earlier session will be logged out

# Cloud Storage

|  |  |
| --- | --- |
| **Storage Type** | **Per User Storage** |
| Database Storage | 1 GB |
| File Storage | 2.5 GB |

**Default Database Storage**

This storage, also called Block Storage, is storage attached to your Application instance. This will be used to store the FieldPower database. This capacity is utilized by the notes, records, workflows and other data held in one or more FieldPower Online instances associated with the customer. This storage is local to the customer instance and each provisioned user will have a dedicated space allocation.

# Additional Cloud Storage

|  |  |
| --- | --- |
| **Storage Type** | **Cost** |
| Database Storage | Any future Customer database storage needs may be purchased through the Service Provider at the currently accepted standard market rates |
| File Storage |

# Professional Services Rate Card

**Discounted Rate Card (NJ - Onsite)**

|  |  |
| --- | --- |
| **Role** | **Rate Per Hour** |
| Project Manager | $125 |
| Solution Architect / Business Analyst | $100 |
| Developer | $95 |
| QA Specialist | $75 |

**Discounted Rate Card (Offshore)**

|  |  |
| --- | --- |
| **Role** | **Rate Per Hour** |
| Project Manager | $35 |
| Solution Architect / Business Analyst | $30 |
| Developer | $25 |
| QA Specialist | $20 |

# 

# Annual Support & Maintenance

|  |  |
| --- | --- |
| **Services** | **Cost** |
| Gold Service Level – 24 x 7   * Support and Maintenance coverage with phone, email and IM support * Bug fixes * Maintenance releases * Updates as released * 24 x 7 hours support | 18% |

# Other Charges

1. SMS Charges

|  |  |  |
| --- | --- | --- |
| **No** | **Carrier** | **Per Outgoing Message** |
| 1 | ALL Carriers – USA (Twilio) | $0.0075 |

The SMS services provided by Third Party Service Provider and costs are passed through to Customer. (Twilio)

1. Weather Condition

|  |  |  |
| --- | --- | --- |
| **No** | **Provider** | **Pricing** |
| 1 | Accuweather | $25.00 per month +  $0.12 CPM over 225,000 calls per month |

1. Bing Maps

Included

# Training

Train the Trainer is a program designed to prepare your organization’s trainers and/or super users to deliver FieldPower training to their respective end-users. All content for Train the Trainer will be created by FieldPower and delivered to Customer via onsite instructor-led sessions. This training will include business flow orientation with an end to end system introduction as well as hands-on experience with the various modules and capabilities of the system needed for day to day operation based on the different user groups such as - Administrators, Supervisors, and Technicians.

Service Provider will provide training in initial rollout to include standard system training and Train the Trainer. Additional training required by Customer will be addressed in a separate statement of work (SOW) and will be billed at a rate of $800 per day. If travel is required for delivery of training, Service Provider will bill this in accordance with customer travel policy. Each Train the Trainer session can accommodate up to 10 participants