

**CONFIDENTIAL**

# **Shopfloor Performance Appraisal System**

## **TECHNICAL PROPOSAL TO**



DOCUMENT

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**Shopfloor Performance Appraisal System Proposal**

**For**

**BAT Bangladesh**

PREPARED BY

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**Apsis Solutions Limited**

DATE

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**April 28, 2022**



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# 1. NOTICE OF CONFIDENTIALITY

- A.** APSIS has prepared this document in order to describe and define the details of **Shopfloor Performance Appraisal System** for BAT Bangladesh.
- B.** This document contains detailed information of requirement, proposed solution, and is strictly confidential to authorized staff of BATB & APSIS.
- C.** Therefore, access to this document, in printed or electronic forms, and any copying or dissemination of the document, is solely restricted to authorized personnel of BATB & APSIS.
- D.** In accessing this document, the recipient warrants that the information contained herein will be treated as confidential and that no content of any nature will be shared with any third party or unauthorized staff.

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## 2. ABOUT APSIS

Apsis began its business operations as IT solutions and consulting company in 2006. Since then, the company is considered as one of the fastest growing and leading solution provider for different multinational industries like FMCG, Banking, Financial, Supply chain and Telecom.

Our success and drive in the IT sector led us to expand internationally and now we have office in Malaysia call Apsis Consulting Services Sdn. Bhd. which is our head quarter for ASEAN markets while Bangladesh will remain offshore development centre and corporate head quarter.

The company has been formed by a group of talented professionals having vivid experience and wide exposure in Information Technology. People involved here are young qualified business graduates and qualified engineers from the renowned universities across the globe. The resource personnel working in the company have been consistently providing reliable support services and consultancy to a wide variety of corporate houses either in the capacity of executive or as business partner or consultant.

It is a company where professionals from both technical and functional field group together with an objective of providing fit for purpose business solutions. It realizes the importance of functional knowledge and its impact in developing business solutions. We constantly strive to be a leading technology firm with profound business and functional knowledge.

The Apsis solution leverages our experience, in working successfully in the Sales & Distribution Industry, Financial Industry, Telecom Industry & other large Corporate for the past few years. Our solution and expertise mean that apsis will be able to deliver a complete solution working in harmony with client's environment.

- We understand your business requirement
- We understand the business of enterprise & their business process
- We have proven mission critical management capability
- We have proven capability to integrate multiple, complex network elements and to switch transactions reliably and efficiently between them.
- We have proved software integrity, scalability and reliability.
- We have proved capability to deliver on budget and on time.

## 3. TECHNICAL SKILLS & EXPERTISE

The development team of APSIS is equipped with proper human resources specialized in different system development tasks. The key areas are;

### **A. SYSTEM ANALYSIS & DESIGN**

System analysis and design team combines both functional and technical analysts. We believe to develop a proper system of which functional analysis is equally important as technical analysis. Our system analysis and design team specialize in the software like Microsoft Visio, Rational Rose and Microsoft Visual Modeler.

### **B. SOURCE CODE REPOSITORY AND ADMINISTRATION**

For source code version control and multiple programmer interaction management we use Visual Source Safe as our source code control software.

### **C. DATABASE MANAGEMENT**

We have database expertise ranging from ISAM or flat database systems like Microsoft Access, Visual FoxPro to robust commercial database engines like Oracle and Microsoft SQL. For web-database connectivity and cross-platform data management we also have specialized experience and expertise in My SQL database server.

### **D. WEB DEVELOPMENT AND DESIGN**

Our web developers and designers are skilled in development with Microsoft Front Page, Macromedia Fireworks and Dream Weaver for web site design.

### **E. PROGRAMMING**

Our young and talented programmers have a wide range of experience in developing systems. Our programming skill involves:

- **PROGRAMMING LANGUAGES:**  
PHP, Python, .Net, JAVA.
- **WEB PROGRAMMING LANGUAGES:**  
PHP, Perl/CGI, Active Server Pages (ASP)
- **SCRIPTING LANGUAGES:**  
JavaScript, jQuery, AngularJS, React
- **DATABASE**  
MySQL, MS SQL Server, Oracle, MongoDB
- **Mobile App DEVELOPMENT:**  
Cross/Native Platform
- **WEB SERVERS:**  
Microsoft IIS and Apache
- **OPERATING SYSTEMS:**  
Microsoft Platform and Linux/Unix

## 4. APSIS SOLUTION PHILOSOPHY

While some of the solutions are conceptualized and designed from the ground up by APSIS, some are a result of our customer's requirements. All however are results to keep our nose to the ground and deliver what is of most value for the customer. Our solution ideas come from the constant feedback that we receive from our existing applications that are spread across many geographical locations.

The underpinning of the APSIS solutions is:

### **A. END TO END SOLUTIONS**

A complete Business Operation and Support System that encompasses activities starting from Point of Sales to Financial Management. It obviates the need to buy expensive stand-alone systems.

### **B. FLEXIBLE ARCHITECTURE**

Centralized/Distributed architecture to suit our client's business needs.

### **C. DOMAIN EXPERTISE AND PROVEN TECHNICAL CAPABILITY**

The key resources of APSIS has a proven expertise working with different Financial Institutions, Telecom BATB's & other corporate enterprises in Bangladesh & abroad and follows best-in-class practices.

### **D. COMPETITIVE PRICING**

APSYS offers a cost advantage by providing an end-to-end solution and management expertise from a single interface.

### **E. QUICK DEPLOYMENT**

The entire solution can be deployed within a very short time frame.

### **F. COMPREHENSIVE SUPPORT SERVICES**

APSYS is committed to providing comprehensive product and system support, post deployment and operate the services. Apart from technical points APSIS is also responsible for managing the Services.

## 5. SCOPE OF WORK

Based on the requirement, APSIS will provide following modules & features of BATB Shopfloor Performance Appraisal System as mentioned below.

Tasks	Sub Tasks
Architectural Development	Requirement Analysis
	System + Development Strategy Analysis
	Documents Preparation
	Initial Database Design
	Defining Initial API endpoints
	Framework and Theme Integration
	UI Prototype Design
	Common Component Development
User Management	Authentication and Authorization
	User profile & password management
	User level management
	User role assigning
	Role wise access management
Reports and Dashboard	User Level and Scope wise Dashboard
	Line Managers view
	HR View
	Summary View for Functional Heads
Security requirements	Database configuration
Data Migration/ Archiving	Data Migration/ Archiving
Integration	Integration with Luminous
Assessment Factors	Team Based KPI Definition
	Team-wise and Individual Business Deliverables
	Individual Development Deliverables
Objective Setting	Objective Setting for Next year
Templates	Template and questionnaire Design
Live Dashboard	Previous Year's Performance
	Percentage Completion Status
	Bell Curves
	Different views for User Level
Scoring	Score Calibration
	Appraisal by Line Manager
	Digital Signing
HR Activities	Employee Records
	Assigning Line Managers
	Outstanding Performers DA Check
	Approvals and Appraisal letters finalization
	Payroll Processing
Line Managers	View Employee Records
	Set KPI's

	Appraisal Forms Fill up
	Performance Calibration
	Bulk Submit to HR
Shopfloor Employees	Review Appraisal Scores
	Put comments against scores
	Acknowledge Scores with Digital Signs
UAT	Master Data Preparation
	Perform UAT Phase 1
	Testing
	Feedback Sharing
	Bug Fixing
	Perform UAT Phase 2
	Bug Fixing and Change incorporation
Training and Deployment	



## 6. SYSTEM FEATURES

The automated process may be developed through preparation of the following modules.

### 6.1 APPLICATION

- **Web Application & Mobile App**

- Integrated Web Solution for Performance Tracking & Management
- User Management with role-based authentication
- Master data configuration
- Performance based analytics
- Track KPI Target and Achievement
- Approval Process & Workflow Management
- Summarize, Detail & Analytical Reporting System
- Task & Notification/Alert Management

- **QUERY/REPORT MANAGER**

Query/Report Manager to generate customized report with custom filtering and logic that can make data mining and custom report generation easier for management. Also output of Query/Report Manager can be exported to excel for further analysis and visualization.

- **AUTOMATED NOTIFICATION**

Follow-up, automated notification module to broadcast notifications about pending task status and other related information to respective authority.

### 6.2 SOLUTION MODULES & FEATURES

#### 6.2.1 MASTER DATA MANAGER

To manage the system, we may need some master data that will predefined by the admin. It will help to reduce error during data entry and faster to search the accurate data from the system. All master data will show in a grid. Search, Edit, delete option should enable for the admin. Some user may have the access of master information but not able to Add, Edit or Delete.

#### 6.2.2 WORK FLOW

**WINGS** has a complete structure in Workflow. Workflow is task driven. A single window for all tasks for a single user makes it easier to track and work. Workflows can be plugged into any document or data very easily. There can be multiple nodes involved for any activity. Approval can be driven by forming approval groups and approval process can progress with either of – Any One, All or Majority approval. Email and SMS Interface available. Automatic Email/SMS Reminder option can be integrated if required. Auto follow-up and auto escalation of tasks are available with the workflow.

#### 6.2.3 SECURITY MEASURES & AUTHENTICATION

Every financial data is important no matter what the information relates to. So, security of the software is one of the vital issues to be considered. In WINGS every individual user has his/her own restricted rights. And all the transactions all logged into the system to aid audit trails. The security is ensured with the following major processes:

- User Administration
- Menu Administration

### **6.2.4 MENU PERMISSION**

Particular user will be given permission to specific menu, which will be required to perform his/her daily work. For instance, Admin users will be able to see the admin menu only. This will help the whole organization to work in a more comfortable mode.

### **6.2.5 ALERTS**

Alerts will give reminder of any kind of activities that will be incorporated in **WINGS** including Sender & Receiver. User can get their daily activity list after log into the system and can plan their activities according to the alerts. This will ensure that no work resides pending for long period of time and no option to miss deadline.

### **6.2.6 AUDITING**

Audit tracking become very easy with the help of automated advanced version management in SharePoint. Every kind of deletion, updating and addition activity can be tracked down for these logs.

### **6.2.7 BULK EMAIL/SMS**

WINGS is capable of sending bulk email or SMS to corporate or any customer for better management of information and wishes (if any Bulk SMS API or Email Server available). Any notification applicable for a number of customers can be emailed or SMS by bulk.

### **6.2.8 QUERY/REPORT MANAGER**

Query/Report Manager to generate customized report with custom filtering and logic that can make data mining and custom report generation easier for management. Also output of Query/Report Manager can be exported to excel for further analysis and visualization.

### **6.2.9 DATA MIGRATION**

APSYS will perform data migration for the ease of system implementation and activation. Below documents or information will be uploaded to system using automated tools by APSIS.

- Employee Profile (Personal Information & Others)
- Master Data
- KPI Information

Other Master Data

## 7. SOLUTION/NETWORK ARCHITECTURE

### 7.1 SOLUTION ARCHITECTURE

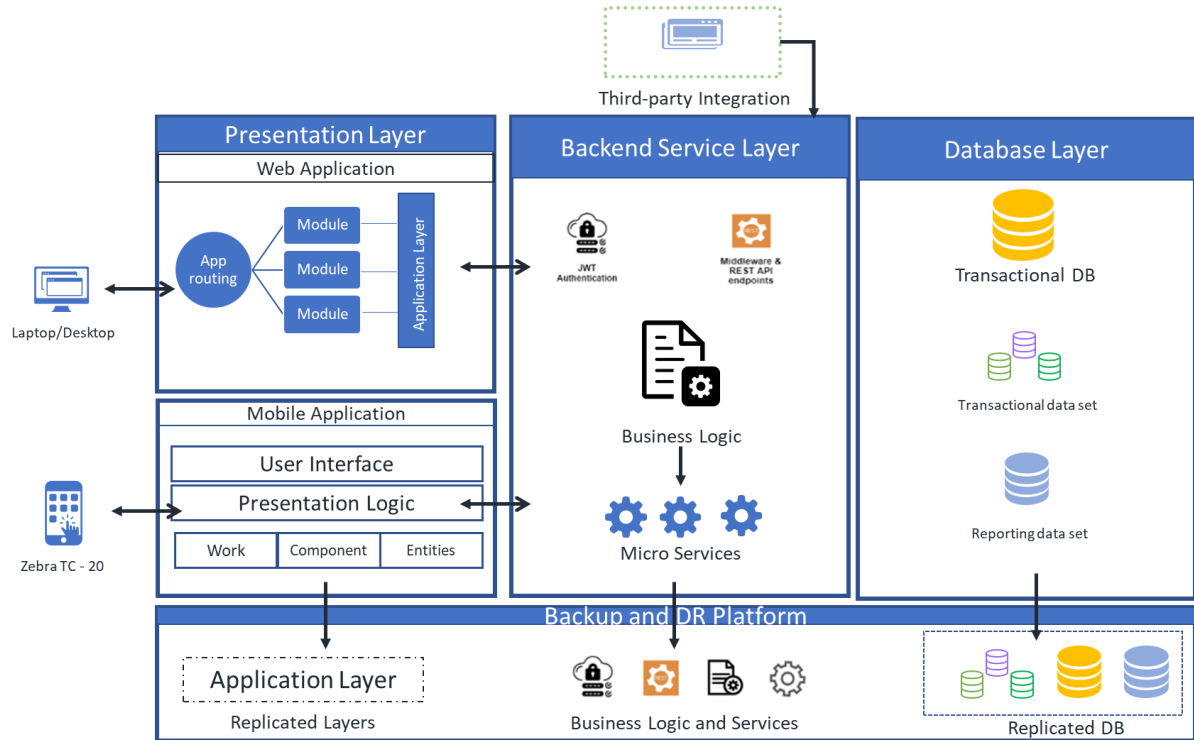


Figure: Solution Architecture

### 7.2 TECHNOLOGY ENVIRONMENT

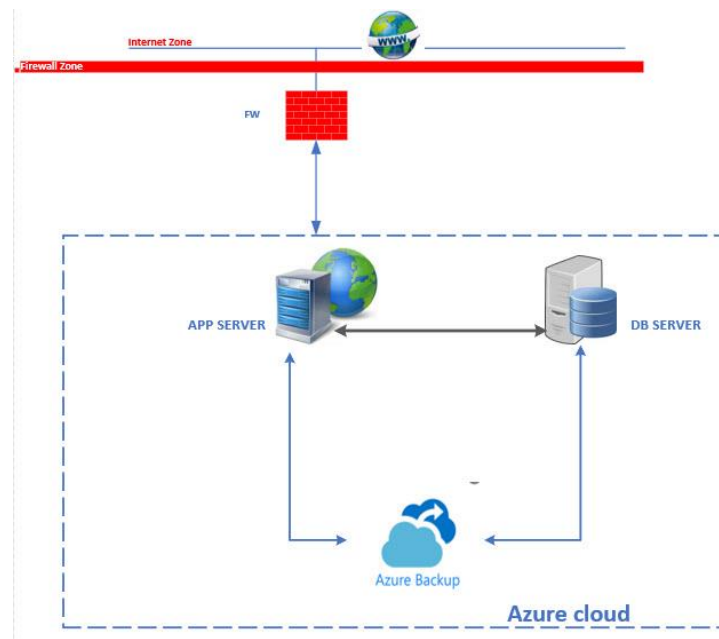
Before deployment, System Administrator or respective concern needs to prepare the Servers as per Network Architecture. Below environments need to be created and installed to run the system.

Particulars	Details
OS Platform	CentOS 8
Database	MySQL (Latest Version)
Web Server	Apache
Front-End Language	React JS
Backend Language	Node JS

**Note:**

Since we are in analysis stage, we will also explore some other Open-source platforms for this solution.

## 7.3 NETWORK ARCHITECTURE



## 7.4 SERVER SPECIFICATION

Apsis is under the Microsoft Cloud Solutions Provider Program aka CSP. As a Cloud Solution Provider partner, we can create and deliver differentiated offers to customers, selling the Microsoft cloud portfolio and third-party solutions from the Microsoft commercial marketplace alongside their own value-added solutions and services. We are enabled to manage the entire customer engagement lifecycle and establish their credibility with customers as trusted advisors.

Microsoft Azure Estimate			
Service type	Custom name	Region	Description
Virtual Machines	APP	Southeast Asia	1 D8s v4 (8 vCPUs, 32 GB RAM) (1 year reserved), Windows (AHB), OS Only; 1 managed disk – E10, 10,000 transaction units; Inter Region transfer type, 5 GB outbound data transfer from Southeast Asia to East Asia
Storage Accounts	DATA DISK	Southeast Asia	Managed Disks, Standard SSD, LRS Redundancy, E15 Disk Type 1 Disks; Pay as you go
Virtual Machines	DB	Southeast Asia	1 E8s v4 (8 vCPUs, 64 GB RAM) (1 year reserved), Windows (AHB), OS Only; 1 managed disk – E10, 1,000 transaction units; Inter Region transfer type, 5 GB outbound data transfer from Southeast Asia to East Asia
Storage Accounts	DATA DISK	Southeast Asia	Managed Disks, Standard SSD, LRS Redundancy, E15 Disk Type 1 Disks; Pay as you go
Azure Backup		East Asia	Azure VMs, 2 Instance(s) x 500 GB, GRS Redundancy, Moderate Average Daily Churn, 30 GB Average monthly snapshot usage data

## 8. PROJECT IMPLEMENTATION APPROACH

### 8.1 INTRODUCTION

We will be using the **AGILE SCRUM** process in this project. Because the proposed project scope is well defined, we will be assigning teams with clearly set goals and timelines. Each team handles different aspects or modules of the project. Once a module is deemed usable, it is passed to the next team phase.

The project management approach documents APSIS's plans & methodologies for deploying a completed application in the production environment.

### 8.2 OBJECTIVE

The main objectives of APSIS project management strategy will be:

- Delivering the final version of deliverable work products
- Deploying the applications to its production environment
- Notifying BATB, regarding the readiness of the application for use
- Carrying out acceptance training as per the project plan
- Carrying out staff training of BATB staff as per the project plan.

This document describes the process & outlines the steps both the BATB and APSIS must take to properly coordinate the successful execution of the project.

### 8.3 PROJECT MANAGEMENT APPROACH

Our Project Management approach will be as follows:

1. The main effort for the customizations required for matching the requirements of BATB and the detailed project implementation plan will be submitted to BATB.
2. Onsite Installation
3. Onsite Testing
4. Onsite System Acceptance
5. Post-Sales Support & Training

### 8.4 PROJECT MANAGEMENT METHODOLOGY

#### 8.4.1 OVERVIEW

APSYS Project Manager (APM) is responsible for ensuring (in consultation with BATB) the availability of resources, the quality of deliverables and meeting the timescales agreed upon. The 'APM' will also be responsible for the control of the information flow between the parties involved to ensure proper communication.

The 'APM' will:

- Take a lead role to ensure adequate project progression and successful conclusion.
- Make sure that BATB is well equipped to operate using the supplied and installed software once implementation is completed.
- Ensure that BATB understands the project tasks for which they are responsible.

- Ensure that the BATB understands the importance of these tasks and their impact on the project completion, quality, cost, staffing, etc.
- Work in partnership with the BATB's Project Manager but willing to escalate any conflict or lag in progress to the Commercial Manager/Project Board.
- Communicate to the Project Team any potential obstacles to avoid delays, etc.
- Ensure resources are made available in time, both internally and externally.
- Encourage the Project Team to achieve project objectives, providing support and coaching when required.
- The 'APM' is provided with a list of project tasks and objectives, as well as tools and templates to help complete each task. This will enable a consistent implementation process to be adopted and for the APM to continually develop and refine the implementation process to achieve higher quality and consistency.

#### **8.4.2 RESOURCE ALLOCATION**

APSYS will assign a Senior Business/Project Manager as point of contact to manage the BATB Project exclusively. The person will be supported with a strong team, with multiple skill sets, all aimed at delivering the finest solution to BATB.

#### **8.4.3 PROJECT MONITORING**

This project would be tracked and monitored for the following:

- Schedule
- Effort
- Project activities
- Risk identification, prioritization and tracking throughout the project lifecycle
- Identification of potential overruns and under runs and appropriate corrective action
- Any configuration management related issues like pending Change Requests, changes to baseline library, etc.

#### **8.4.4 PLANS & METHODS FOR SYSTEM ANALYSIS**

Subsequent to the signing of the contract with BATB, APSIS team carries out an in-depth study and discussions to understand the BATB requirements, off-site & on-site. The Joint Application Development (JAD) methodology for customization propagates the iterative approach, wherein APSIS works with the BATB teams to describe the system and the subsequent ratification of the use cases, workflow diagrams, and sequence diagrams from BATB. The methodology proposed by APSIS consists of the following tasks:

- Identify the BATB Steering Committee/Project Manager's objectives
- Conduct discussions with all users.
- Capture the user requirements.
- Reconcile each user's view of the "Software" with the executive goal into one summary.
- Define the interaction of the "Software" with users, other applications/systems, and the organization.
- Define the ways in which the users will interact with or use the "Software".
- Customize the Software as per the user requirements and contractual obligations.

#### **8.4.5 TESTING STRATEGY**

Analyzing a software item to detect the differences between existing and required conditions (bug/defect) and to evaluate the feature of the software item as per the test plan. This procedure is executed to conduct testing of software in various phases of the project development life cycle.

<u>PHASE</u>	<u>TYPES OF TESTING</u>
Construction	Unit
Testing	Integration, System

Acceptance

Acceptance testing

## 8.5 PROJECT DELIVERABLES

The following are APSIS's deliverables for this project:

- Installation of the proposed solution
- User Documentation
- One-time Standard Training & Knowledge Transfer
- Post Production Support

## 8.6 PROJECT DEPENDENCIES

- BATB will designate a single-contact person to facilitate interaction with APSIS's Project Manager.
- BATB will provide the necessary work facilities and access to their systems and staff at their site.
- BATB will respond to any APSIS queries within 2 days. Any delay in the same will cause delay in the implementation timeline. APSIS will distribute a change notification and proceed ahead with the next steps, if no response is received.
- BATB would dedicate the necessary technical and functional staff to this project.
- BATB will commence User Acceptance Test (UAT) within two working days of completion of installation. The UAT will last for a maximum of ten working days. On completion of UAT, BATB
- would issue a Final Acceptance Certificate (FAC). Also, FAC will be deemed to be granted to APSIS on commercial launch of services using APSIS's system.
- Any change request raised by BATB after mutual written sign off on Gap Analysis or during the production stage of the system (off-site development), may lead to re-calculation of the effort and time estimates.
- BATB shall ensure the site readiness in terms of availability of requisite space, environmental conditioning, furniture, test and production servers, third party software and hardware & networking components as per APSIS's recommendation at the time of commencement of installation. Any delays will impact cost and time outlays.

## 8.7 QUALITY PROCEDURES & POLICIES

APSYS service offerings are woven around the concepts and beliefs of understanding client requirements, in order to provide cost-effective solutions, tailored to meet defined requirements, within stringent deadlines and with concerted focus on quality-of-service delivery.

To enhance its service delivery, capability & ensure quality and timely delivery of work-products, APSIS has adopted matured processes. These processes conform to the **PRINCE-2**. These standards re-affirm our commitment to global standard of quality and service. They also enhance the Customers confidence in our capabilities and the work-products we deliver.

Quality processes are embedded through the entire life cycle of each project, from conception to the various stages of execution. Quality management system is implemented in each one of the projects and support groups. A quality professional dedicated to the project guides the team, towards process adherence and improvements.

## 8.8 DOCUMENTATION

APSYS will adhere and maintain the best industry Quality standards in preparation and distribution of documentation to the client. Revised documents will be managed through a version control procedure.

The documentation to be submitted to the client will be in English language in APSIS's standard format.

Documentation provided by APSIS cannot be shared/duplicated by the client and/or any receiving party without the prior written consent of APSIS. The content in documentation is proprietary and confidential (restricted use) in nature.

APSYS will provide the following documents:

- Maintenance & User manual
- Project Implementation Approach and Commissioning document
- Training Manual
- Test cases document
- Acceptance Forms



## 9. AFTER SALES SUPPORT

### 9.1 WARRANTY SUPPORT

APSYS has catered for **THREE-MONTH** warranty support from the date of acceptance for BATB. Once the cut-over has been affected, APSIS will keep their team standby for post-cut-over support for **TWO-WEEKS**. The warranty support will begin after this phase. The warranty will be remote 8x5 warranty\* to customer commencing from the date of Final Acceptance Certificate (FAC). During warranty period APSIS will provide bug fixing/patches for its deployed solution.

For information, remote warranty support comprises:

#### 9.1.1 TELEPHONE ASSISTANCE:

Direct access to technical analysts for problem resolution, bug reporting, documentation clarification and general technical guidance over telephone.

#### 9.1.2 ELECTRONIC MAIL ASSISTANCE:

Direct access to technical analysts for problem resolution, bug reporting, documentation clarification and general technical guidance via electronic mail.

#### 9.1.3 REMOTE LOGIN SUPPORT:

If required, APSIS's Technical Support Engineers will give remote login support. For the same, APSIS should be given User Access rights to the server via Telnet and FTP.

Change Requests (CR) during warranty, if any, will be charged as per the quoted professional services rate.

### 9.2 CHANGE REQUEST MANAGEMENT

The change control activities would include requests, evaluation, approval or disapproval and implementation of changes to the baseline items. Changes encompass enhancements to the baseline items.

The change control mechanism should define the sequence of specific steps, as outlined below:

#### 9.2.1 REQUESTING CHANGES

The user can request the changes using a pre-defined form. Any member of the BATB's project team can also suggest the changes. All changes would have to be routed through the BATB Project Manager.

#### 9.2.2 EVALUATING CHANGES

The change Request will be categorized as below:

- Change in Scope from Tender Compliance
- With-in Scope (Signed Gap Analysis Document)
- Outside Scope of the Signed Gap Analysis Document
- Change in Schedule

An impact analysis would be carried out for all the changes. APSIS's Technical Lead, APSIS 's Program Manager, APSIS's Project Manager(s) and BATB 's Project/Program Manager would carry out the impact

analysis. The evaluation would be not only for the feasibility but also for the impact on total effort, allocated resources and delivery schedule.

### **9.2.3 APPROVING CHANGES**

All change requests will have to be approved by the Change Control Board (CCB). The CCB would comprise the BATB's Project/Program Manager, APSIS Program Manager and such other members nominated by BATB Management.

### **9.2.4 CHANGE REQUEST PROCEDURE**

The Change Request Procedure would require discussions with BATB and would be finalized after contract finalization. A log of all Change Requests will be maintained in the Change Request Register.

## **9.3 STANDARD AMC**

After expiration of the warranty period, APSIS would be pleased to offer the client an Annual Maintenance Contract (AMC). Standard AMC includes 8x5 remote support as well as bug fixing/patches. Additionally, if required by the client, APSIS's technical team can visit the client's premises to resolve the problem. These visits will be chargeable at our professional services man-day/ man-month rate plus expenses for on-site visits.

## **9.4 PROPOSED SLA'S (FOR APSIS SOFTWARE)**

Each problem reported by the client to APSIS is classified according to its severity. The four different severity levels are set forth below. Originally, the client sets the severity. If the technical support engineer answering the call feels that the severity violates the rules stated, he can change the severity. Whenever the severity of a problem is changed, the client is informed. If the client is rating a problem as "Emergency", the severity cannot be changed without approval of the client's designated official concerned.

SLA's are applicable only to the hours of AMC subscribed to.

### **9.4.1 SEVERITY LEVEL- EMERGENCY ("PRIORITY ONE"):**

- Business-affecting faults which make the product unusable and which cannot be remedied by client's own personnel and which are due to a failure in APSIS Software
- Such malfunctions of the Software, where the malfunction prevents the use of some critical functionality and no workaround is available.

### **9.4.2 SEVERITY LEVEL – HIGH ("PRIORITY TWO"):**

- Business-affecting faults that cause a substantial degradation of services which client's own personnel cannot remedy and which are due to a failure in APSIS Software.
- Such malfunctions in the Software where it is possible to avoid the problem by using an alternative procedure for carrying out some function but where the alternative procedure is not acceptable because of added complexity in the use of the System.
- Business-affecting problems which cannot be remedied by the client's own personnel and which are delaying the provisioning of new services but which are not affecting services that have been previously provisioned.

### **9.4.3 SEVERITY LEVEL – MEDIUM ("PRIORITY THREE"):**

- Such bugs in the Software where it is possible to avoid the bug by using an alternative procedure for carrying out some function.

- Bugs that make the use of the Software more complicated or that slows down the use of Software, or otherwise causes minor problems or inefficiency in the use of Software.
- Such problems in the use of the Software that can be remedied through the restart of the workstation.

#### **9.4.4 SEVERITY LEVEL - LOW & QUERY:**

- Problems in the use of the Software, which are not bugs but which considerably slow down the service provisioning and/or billing procedures.
- Bugs of cosmetic nature (spelling mistakes in dialogue boxes, harmless messages that are displayed without a reason, etc.)
- A question about clarification or information of technical details about the system behavior of the Software that cannot be answered by studying the standard System Documentation submitted to client.

## **9.5 RESPONSE TIME, RESTORATION TIME & RESOLUTION TIME**

<b>Severity</b>	<b>Response Time (email)</b>	<b>Workaround Time</b>	<b>Resolution Time</b>
Critical	30 Mins	3 hours	24 hours
Major	45 Mins	6 hours	48 hours
Minor	1 hour	24 hours	3 days

## 10. TRAINING & KNOWLEDGE TRANSFER

The Knowledge Transfer Program will consist of:

- One-time Initial Standard Training
- Optional, Additional Ongoing Training

### 10.1 ONE-TIME INITIAL STANDARD TRAINING

- The goal of the One-time Initial Training course is to provide end user, administrator, first level of operation, maintenance and technical support training to the users belonging to functional and technical area.
- APSIS will ensure that the concerned personnel get trained as nominated by BATB the proposed offering. This would help in facilitating effective usage of APSIS's offered solution.
- APSIS will provide training session at BATB's premises that will include demonstration of the solution for the users and the system administrator/s.
- The schedule for the training session will be formalized after discussions with BATB during the GAP analysis phase. The training and the training documentation will be provided in English or Bangla.
- Training shall be conducted onsite as per the requirement. The training material and documentation will be provided in English.
- The training sessions will be conducted for a maximum of 7-hrs/day, commencing at 9:30 am and ending at 5:30 pm, with two breaks of 20 minutes duration in between for tea, and half-an-hour for lunch.
- The exact dates of the training courses will be determined upon discussion with BATB and according to convenience; the project plan will be updated accordingly.

### 10.2 ADDITIONAL TRAINING COURSES

Any additional training is chargeable.

## 11. INDICATIVE PROJECT TIMELINE

The tentative timelines for system study and preparation of SRS and other activities are listed in the table below. These timelines will be subject to the completion of the system study and the signing of the SRS (Software Requirement Specification) and the project plan. Off-site customization and implementation would start after signing and approval of SRS and the project plan by the client.

A high-level project plan is presented as follows:

Task	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13	W14	W15	W16	W17	W18
Kick-off																		
Requirement Gathering																		
Requirement Analysis																		
Documents Preparation																		
System Design & Development																		
Test Document Preparation, Testing, Bug Fixing																		
Deployment & Server Readiness																		
UAT & Training																		
Go Live																		

### Note:

- We will require **4 weeks** lead time for resource mobilization from the date of receiving the work order/advance payment.
- The above timeline is tentative and may vary as we move on with the project.
- The timelines quoted above do not include the time taken for travel to & from client location.
- The timeline above only includes implementation on a single site production environment only.
- This proposal does not cover implementation at multiple sites.

