



Techno Commercial Proposal for BI/Analytics Implementation

Date: 19th, November,
2024

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Version Control

Date	Version	Author's	Verified By	Shared with
24-October-2024	1.0	Team Digital Engineering	Leon Cardoz Akhil Jain	Mr. Laxmiprasad
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Cover Letter

Date: 25th November, 2024

To ,

Mr. Laxmiprasad

Ador Welding

Subject: Technical Solution Proposal for BI/Analytics Implementation

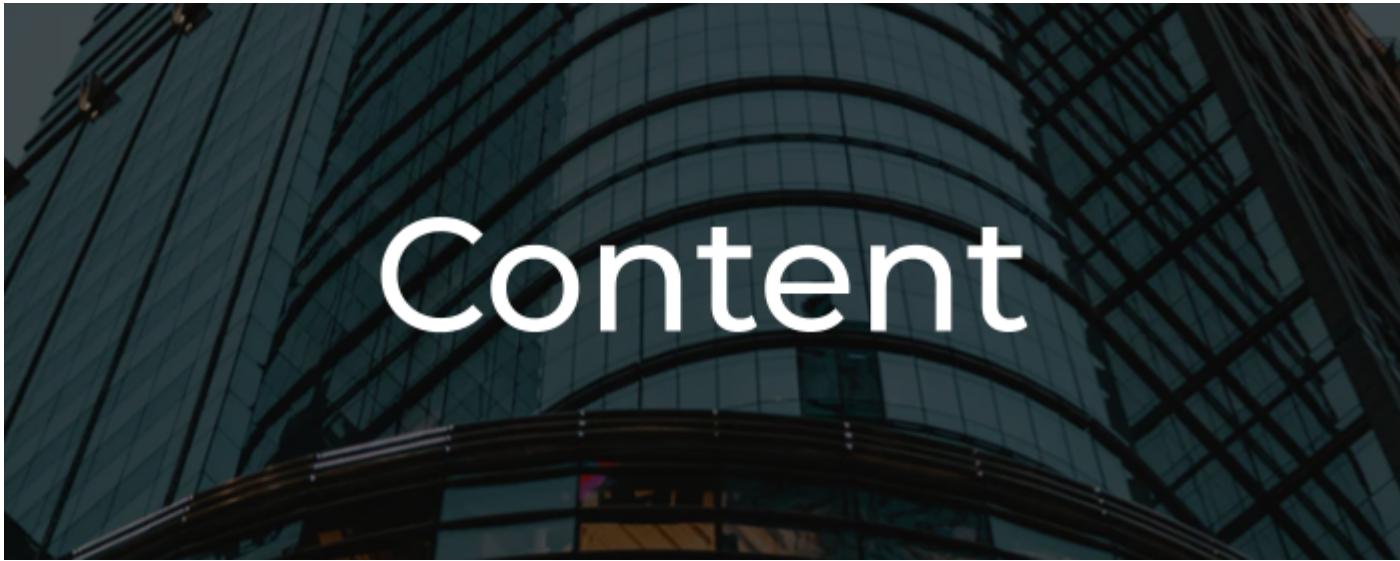
Dear Sir ,

Thank you for giving us this opportunity to implement and deploy the BI/Analytics solution at Ador Welding . Subsequent to our discussions, we hereby submit our Technical Solution Commercial proposal.

Team is helping our customers to transform digitally to serve the modern workforce better. We are committed to providing solutions that will allow Ador Welding to digitize and enhance customer experience and hereby increase business.

Team Computers looks forward to working with you on this project. Should you have any questions regarding this response, please contact **Leon Cardoz** at **+91-8422929629** or online at leon.cardoz@teamcomputers.com.

Yours sincerely
Leon Cardoz
Team Computers Pvt. Ltd.

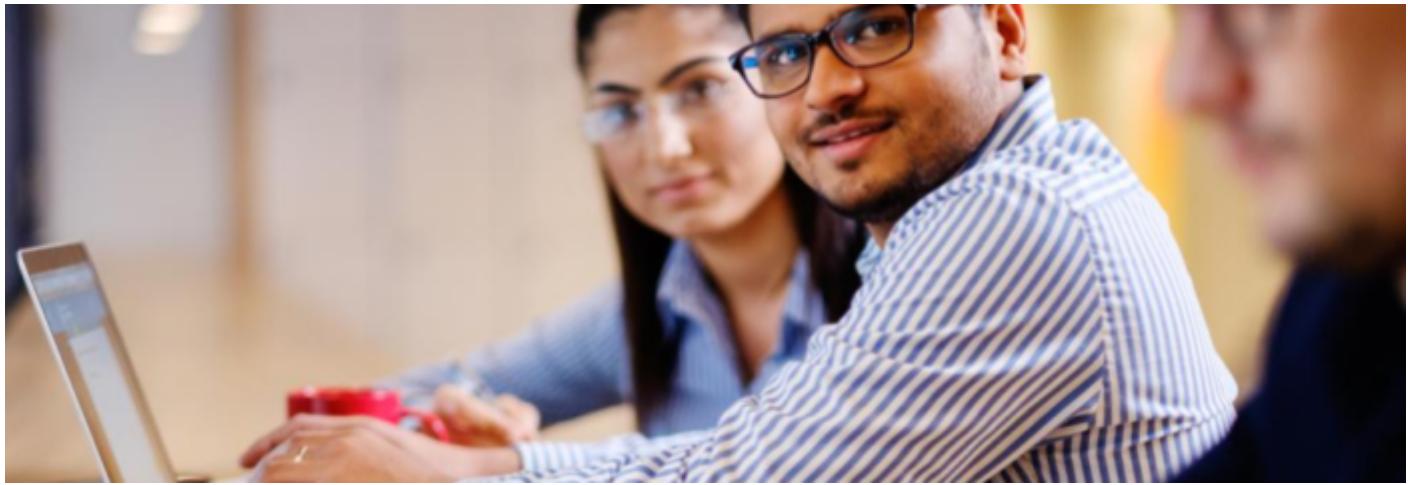


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1. About **Team Computers**



Introduction & Company Profile

Team Computers have been providing end-to-end solutions in the IT Infrastructure Setup, Storage Consolidation, Connectivity & Security Implementation, Application Deployment and Management, Operational Management incl. Enterprise Management Systems, Data Center Support, Facility Management Services & highly available Service Level Agreement to various MNCs, Corporate, Govt. Organization, PSUs, Educational and Research organizations, IVR Solutions, Mobile application and & APC to name a few. We ensure that our solutions provide the customer with a complete offering in terms of setting up world-class infrastructure in the specific segment of their operations.

Our Strength

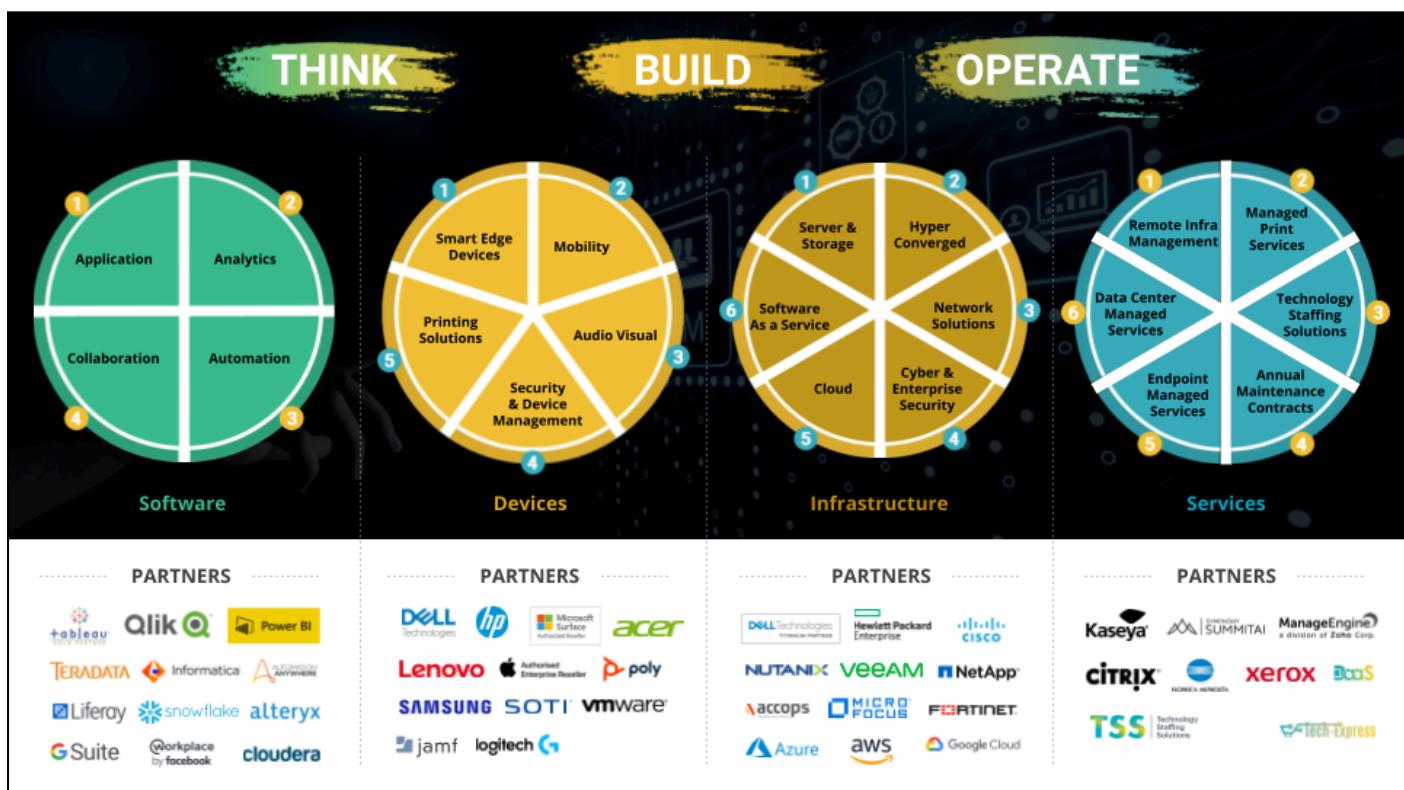
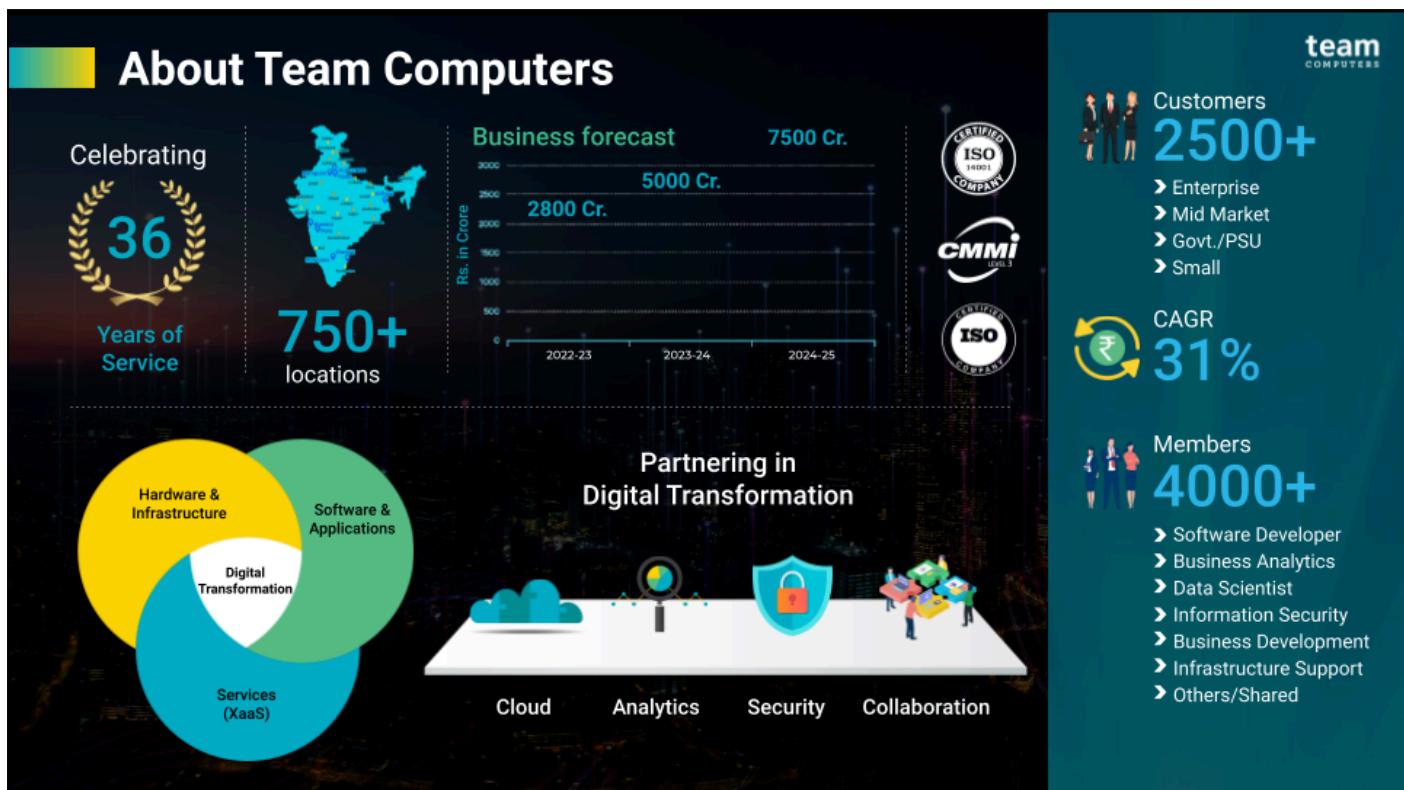
- **One-Stop Solution:** Team Computers has been in the IT Infrastructure and Software Solution Business for the last 35 years now. As an organization it covers all facets of IT starting from consulting, designing, supply & implementation of Organization IT Infrastructure to maintaining all sorts of infrastructure (Server, Storage, Cloud, Network etc.); Team Computers is also into complete end to end Data Analytics as well as has all solutions around cloud or MS Applications and also has offerings for entire Google solutions. Thus, Team Computers truly can provide a One Stop Solution for any IT organization.
- **Flexible approach towards customer's business needs:** Team Computers has significantly earned this reputation of being always close to customer needs and has always been proactive in providing right solutions and understanding customer business needs. Customer centricity has been one of our key strengths for the entire Service Team in particular. We make it a practice in discussing emerging service or solution needs on a monthly basis and in case required tweak the service solutions accordingly to achieve the desired goals for the customer.
- **PAN India Presence:** Team Computers has been part of the Indian IT Infrastructure market for more than 34 years now and all these years we have been operating out of every corner of the country. Eventually this has become one of our greatest strengths that today we are operational out of more than 650 locations PAN India with 25 offices across India in almost all states.

- **People Development:** Team Gurukul: One of the major pain areas today in the IT Service Industry is lack of right skilled manpower. The challenge is not only the right skill set, but also the right attitude, the attitude of true service. To address this, Team Computers have built a massive Training framework or institution called Gurukul. Today, this framework not only creates fresh industry ready talents for us, but also plans growth for every individual in the system with a web-based evaluation portal for all, training videos, online tests etc. It also ensures that everybody in the system gets the right kind of classroom training, mentoring for the next level of growth.
- **Employee First approach:** In Team Computers we respect every individual. We truly believe that our true strength is our people and they need to be nurtured in the best possible way. Towards that end, we follow one of the best remuneration systems in the industry, we make sure that every employee is covered under all necessary Govt. facilities for employees, all of them are insured against both health & accidental risks. We also make sure that every employee has the right kind of work-life balance with adequate leaves and is assured of yearly appraisals.
- **24 x 7 Remote Delivery Center – Xanadu:** For remote Data center & enterprise service support we have been utilizing our remote Delivery Center in Gurgaon called Xanadu. With a 70 seater state of the art NOC and a huge team of Subject Matter Experts in Server, Network, Security, Virtualization, Database, Middleware, cloud & other technologies, today our remote delivery team is capable of handling any complex IT Setup.
- **Strong Tool and Automation Team:** Over the last decade we have been extensively working on various ITSM tools, network Management tools, automation tools and have been delivering the best benefits to our customers in terms of SLA visibility, Asset visibility, dashboard visibility, workflow management, auto alerting, automatic incident handling, process automation and on many other parameters.
- **Strong Quality Management Team:** Team Computers has always remained a delivery focused organization where quality of every deliverable has been of top most priority. For a quality standard, nothing less than 10/10 is acceptable in Team culture. Quality team keeps a strong control on the delivery standards and reports directly to top management for any quality issue. Quality team also ensures the authenticity & preventability of all the reports & service presentations. One of the key focuses of the Quality team remains on the CSAT process, frequency, outcomes and improvement points.

Awards & Accreditations



Team Computers Journey



Some of the Brands we work with

Some Success Stories

team COMPUTERS

Government: LIC, SBI, Reserve Bank of India, Central Bank of India, Union Bank of India, Government of India, State Bank of India, Punjab National Bank, BSNL, Dena Bank, IDBI Bank, State Bank of Patna.

Media: WPP, JWT, ESPN, DRREAM11, Omnicom, dentsu, THE TIMES OF INDIA, ANI.

Healthcare: Boehringer Ingelheim, SANOFI, Pfizer, RELIGARE, MAX, LUPIN, Dr Lal Pathlabs, Emcure.

Banking: AMERICAN EXPRESS, AXIS BANK, HDFC BANK, ICICI BANK, UCO BANK, IDFC, IDBI BANK.

Insurance: MAX LIFE, AVIVA, HDFC STANDARD LIFE, ING, HDFC-TOKIO, HICHLAND LIFE, TATA AIG, HDFC securities, LIC, Pramerica.

Financial Services: L&T Financial Services, IIFL, Fullerton India, SREI, DHFL, Mahindra FINANCE, paytm, one97.

Manufacturing: JINDAL, SWASTIK, PRINCE, Valseline, ITC Limited, Dalmia Bharat Limited, MARUTI SUZUKI, Mercedes-Benz.

IT - ITES: IBM, salesforce, IQVIA, ORACLE, NTT Communications, Cognizant.

Retail: Yum!, PERFECTION, LANDMARK GROUP, VISHAL, Henkel, Panasonic.

Telecom: TATA COMMUNICATIONS, vodafone, tata, tklona, TCL, NOKIA, ERICSSON.

Our Work in Similar Industries

FMCG	Consumer Goods	Chemicals & Cement	Financial Services
PARLE, DIAGEO INDIA, UB GROUP, PEPSICO, HARVEST GOLD, RSPL	Panasonic, Whirlpool CORPORATION, Godrej Consumer Products Ltd., Carrier, BLUE STAR, Haier Inspired Living	Ambuja Cement, SRF, JAYPEE CEMENT, Dalmia Bharat Limited, Valseline, JK, JCB, IFFCO	L&T Financial Services, IIFL, Fullerton India, paytm, one97, Mahindra FINANCE, SREI



2.

Scope of Work

Scope of Work

List Of Dashboards :

- **International , Welding, WC & FPD (Migrate Existing QlikView data to Qlik Sense, but rebuild UI with below additions.)**
 - Sales
 - Finance
- **M&R**
 - Sales
 - Finance
- **Consolidated PnL Of Complete Business**
- **MD**
 - Consolidated Sales & Finance (Complete Business)

Data Sources :

- ERP - Oracle (OCI) - 1.2 TB (2008) , **For Analysis Current + Past 2 years (10 Raw GB), 25 Tables.**
- Excels - Budgets , Masters , Targets, Exchange Rate (AED, USD, Euro, KWD, GBP) , Competition Financial Data, Income Tax Department (Quarterly), Rate Contract For Transporter.

Finance & Sales Report Names :

- PnL Report Company Level
- PnL Segment Wise
- PnL Plant Level
- PnL Zone / Region Wise (East , West, South , North, Central)
- PnL For M&R Business
- Consolidated PnL
- International Business PnL (Marked as a different cost center)
- International Business PnL (Segment Wise)
- Margin Analysis (Product Wise, Category Wise, Sub Category Wise, Item Wise)
- Sales Analysis (Customer Wise, Product Wise, Region Wise) - Take QlikView Dashboard.
 - Sales vs PY (Month and YTD)
 - Qty per month and YTD
 - Electrodes
 - Wires
 - Top 5 customers for the month and YTD
 - GM of consumables and equipment and then total average
 - Top 3-5 GM categories for consumables and equipment YTD
 - Bottom 5 GM categories as above
 - Total value backorders.
 - In USD also if possible.

- International Business Sales Analysis
- Average Realization Value (Customer Wise, Product Wise, Region Wise)
- Customer Segmentation (Analysis) For Sales (Hierarchy Display Of Customers)
- Transporter Contract Analysis (13 transporters total for 6 plants Silvasa, Bhiwandi, Chickwad, Raipur , Coimbatore, Bangalore) - Identifying the best transporter with the lowest cost for transport (Complete excel based analysis).
- AR Analysis / Ageing Analysis (Dynamic Bucketing - Filter Options)
- AP Analysis / Ageing Analysis (Dynamic Bucketing - Filter Options)
- Inventory Analysis / Ageing Analysis (Dynamic Bucketing - Filter Options)(Plant, Category Wise , FG & RM, Item Wise Production , Sales,Opening & Closing)
- Daily Collection Report (Plant Wise)
- Daily Cash Flow Report (Opening Balance , Closing Balance)
- RM prices fluctuation for 20 items (Prices from GRN in ERP, need to see month on month price fluctuation and % changes in price from current month to last month)
- Debtor Days Analysis (Complete data from ERP)
- Must be available on Mobile devices.

Dimensions :

- Plant
- Organization
- Product
- Product Subgroup
- Item Description
- Product Category
- Product Group (Consumable, Equipment etc ..)
- Product Sub Subgroup
- Region
- Region Area
- Date
- Customer
- Customer Type
- Customer Category
- Customer Group
- Sales Group (Domestic, International, FPE, WCA)

MD Dashboard : 1 Single View with Tabs to move to different screens listed below

Report Names :

- Business Overview - Filtered Domestic & International Business
 - Expenses Analysis
 - PnL
 - Balance Sheet
- Consumables Dashboard - Filtered Domestic & International Business
 - Expenses Analysis
 - PnL
 - Balance Sheet
- Welding Equipment Dashboards - Filtered Domestic & International Business
 - Expenses Analysis
 - PnL

- Balance Sheet
- Welding & Cutting Automation - Filtered Domestic & International Business
 - Expenses Analysis
 - PnL
 - Balance Sheet
- Flares & Process Equipment - Filtered Domestic & International Business
 - Expenses Analysis
 - PnL
 - Balance Sheet
- Domestic Welding
 - Expenses Analysis
 - PnL
 - Balance Sheet

KPI :

- Revenue
- Gross Margin
- EBITDA
- PBT
- PAT
- Current Ratio
- Debt Equity
- Operating Margin
- Interest Coverage
- Turnover Ratio
- Outstanding
- Inventory Value (Yesterday's closing value)

Dimensions :

- Plant
- Organization
- Product
- Product Subgroup
- Item Description
- Product Category
- Product Group (Consumable, Equipment etc ..)
- Product Sub Subgroup
- Region
- Region Area
- Date
- Customer
- Customer Type
- Customer Category
- Customer Group
- Sales Group (Domestic, International, FPE, WCA)

Additional Implementation Pointers

- Apart from the scope defined in the proposal, the buffer to add additional KPI's is 3 KPI's per module. The additional KPIs will have to be finalized during the BRD phase.
- There will be separate dashboards created for Sales , Finance & MD Dashboard.
- Before kickoff , the availability of the business users needs to be finalized for the BRD phase.
- During the UAT phase , Ador welding will provide the existing reports with the data for a specific time frame.
- Any additional KPI's development post the BRD phase will be treated as a change request and the cost will be calculated based on manday effort basis.
- **The data for M&R business from Ramco will be provided by Ador in a structured format within Oracle or via excel files.**

Architecture Of Qlik Cloud/Qlik SaaS:

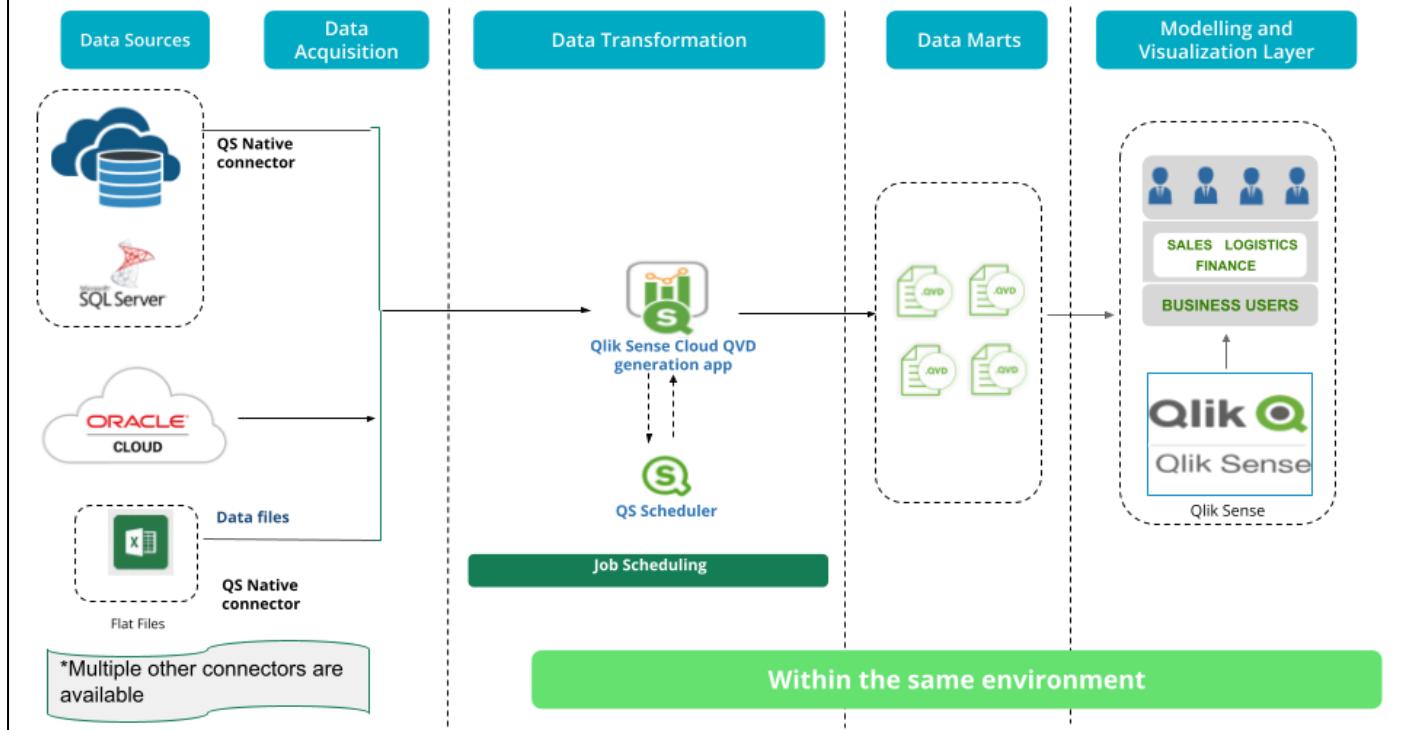
Qlik Cloud(Qlik SaaS):

- Hardware and software requirements are only applicable for Qlik Enterprise. In the case of Qlik Cloud/Qlik SaaS, no infrastructure is required from the Client side. It is provided and managed by Qlik.
- Standard App size (in memory) limit is 5 GB, actual size of application should remain between 250MB to 300MB.
- Capacity can be expanded as per requirement by procuring dedicated capacity on cloud.
- Please ref. QlikSense Cloud capacity
https://help.qlik.com/en-US/cloud-services/Subsystems/Hub/Content/Sense_Hub/Introduction/sense-capacity.htm

Note : The Qlik Cloud IPs need to be whitelisted by ERP Team to get access to the Data.

Any application with RAM footprint more than 5 GB will not open in the Qlik Cloud Platform. We can either opt for dedicated capacity or move to Client managed server environment to address it. The best solution is to keep the application size as small as possible for better performance.

Architecture Diagram (ETL within Qlik platform)



Benefits Of Qlik Cloud :

- Lower cost of ownership
- Faster deployment speed
- No infra hardware, support and maintenance
- Automatic up gradation of new features
- Insight Advisor Chat for Natural Language Processing
- Intelligent Data Alerting for statistical evaluation of data against thresholds.
- Collaborative Notes to have an interactive discussion with Colleagues
- Reporting Services: 100 Unique reports mailing to users per Month in PDF format
- Chart and Dashboard subscription

Project Plan

- Team Computers will be responsible for performing the below listed activities :
 - Migrating the data of the existing Sales dashboard from QlikView to Qlik Sense and revamping the entire UI layer of the same on Qlik SaaS.
 - Creating the additional Finance reports stated in the scope above in Qlik Sense.
 - Creating a dedicated MD dashboard based on the description mentioned in the scope above.
- The entire project with all the listed tasks will be deployed within 4.5 Months from the project start date. The delivery will be in an agile manner , where every dashboard or report that has been developed will be published to the users to consume.
- Post go live, Team Computers will provide a 10 days hypercare support.

Project Plan:

Sprint and Milestones	2024 - 2025																			
	Month 1				Month 2				Month 3				Month 4				Month 5			
	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4
Finance & MD Dashboard																				
BRD and TRD Discussion																				
BRD and TRD Preparation and Submission																				
BRD and TRD Sign-off																				
ETL and Data Modelling																				
UI Creation (Iterative)																				
UAT of UI and Data with Business Users																				
UAT Feedback incorporation (UI and Data)																				
UAT Sign-off (Data+UI)																				
Transfer final application from development to production																				
Scheduling reloads on Production Server																				
Applying Section access and user authorization (if any)																				
Release of the application to users																				
Documentation (User and Logic Manual)																				
Hypercare																				
MD Dahsboard Design & Deployment																				

Deliverables:

Module Name	Business Line	Start Week	Go-Live Month
Sales	International , Welding, WC , FPD and M&R	Week 2 Of 1st Month	2 - 2.5 months from start date
Finance	International , Welding, WC , FPD and M&R	Week 2 of 1st Month	3 - 3.5 months from start date
MD	Consolidated Overall	3rd Month	1-1.5 months from start date

NOTE : Detailed Project plan will be shared once the project is kicked off.

Post Go-Live Support

Hypercare Period - 3 Month

Below are the activities covered under hypercare period for 3 Month post Go- Live:

1. BI servers should be up and running all the time.
2. Analyzing the environment if applications are opening and reloads are happening in the expected timelines
3. Monitoring resource consumption and dashboard usage through operation and license monitoring apps.
4. Users hands-on BI capabilities and functionalities as and when required by deployed support consultant only
5. Coordination with Qlik Team for support
6. Web sessions and RCA along with Qlik support
7. Application Bug fixing
8. Maintenance of Qlik Management console
9. TCPL Consultant will be working offsite

Maintenance Scope :

UI Enhancements:

1. Changes in user interface layer in terms of visualization, colors and layout
2. Addition of new charts with the existing data fields
3. Change in Logic at visualization level.
4. Providing data dump to business users
5. No Change will be performed at the transformation and data model level.

Warranty Support:

1. User facing issue in accessing the Qlik Sense Applications.
2. Coordination with Qlik Team for support
3. Web sessions and RCA along with Qlik support
4. Application Bug fixing.
5. Maintenance of Qlik Management Console.
6. Qlik related jobs monitoring.
7. Performance monitoring of applications on the server.
8. Regular reporting and governance
9. The scope of maintenance activities will cover fixing of bugs and issues for Qlik applications for the scope delivered.
10. TCPL Consultant will be working offsite

Note:-

- No project management will come under the purview of TCPL during the maintenance period.
- The Project will be moved to Monthly Support on the mutual engagement and commercial understanding post 3 Month hypercare support.

Prerequisites, Assumptions & OoS

1. Prerequisites

- Technical & Functional understanding of all Data Sources and their respective Tables and other necessary information will be facilitated by Ador Welding
- Availability of all Project stakeholders as per the Project requirement and deliverables
- Access to required existing applications at Ador Welding should be provided to the consultant
- All Sign off documents should be provided based on defined timelines.
- Ador Welding will give us all data source mappings and table knowledges of Data sources, KPI logic availability, within a week of Project Start Date

2. Assumptions & General Considerations

- User Authentication will happen through Qlik native login page
- Team Computers will submit BRD at the end of 1st week and Ador Welding will provide sign off by respective stakeholders by the end of 2nd week; else it will be deemed accepted or approved by then.
- The BRD would contain the complete understanding of the project/timelines/mutual deliverable (from Ador Welding side and TCPL side)
- This estimation has been done assuming UAT will be completed in overall 6 weeks after development completion ; else it will be deemed signed-off at the end of the 6 weeks.
- Understanding, mapping of databases to KPI Logics, Aggregation of KPIs, any specific requirement of UI will be shared by the Ador Welding Team and basis on which BRD will be prepared & submitted by TCPL.
- Any approval provided on mail will be considered as formal approval and sign off
- KPIs values will be matched on the basis of source data & logic shared by the Ador Welding Team & not with any other system/reports.
- All the reports should be prioritized and should be evenly distributed to match the Project Timelines
- Customized reports may impact the timeline & commercials if the KPIs and formats will get changed.
- The customer team has shared their ecosystem and business rules basis on which the scope and solution has been stitched. Any deviation in the same which requires additional efforts or changes to the scope shall be considered a Change Request.
- Any repeat work undertaken by Team Computers, due to miss/failure by customer time, will be executed on an additional cost, time & effort basis.
- We are considering the system language to be English in all the countries.
- All Master data/ documents will be provided in standard templates.
- All licenses of applications, servers/hosting, solution etc., are already with customer
- Any services for any business entity/locations not mentioned in the SoW would be treated as CR

Out of Scope

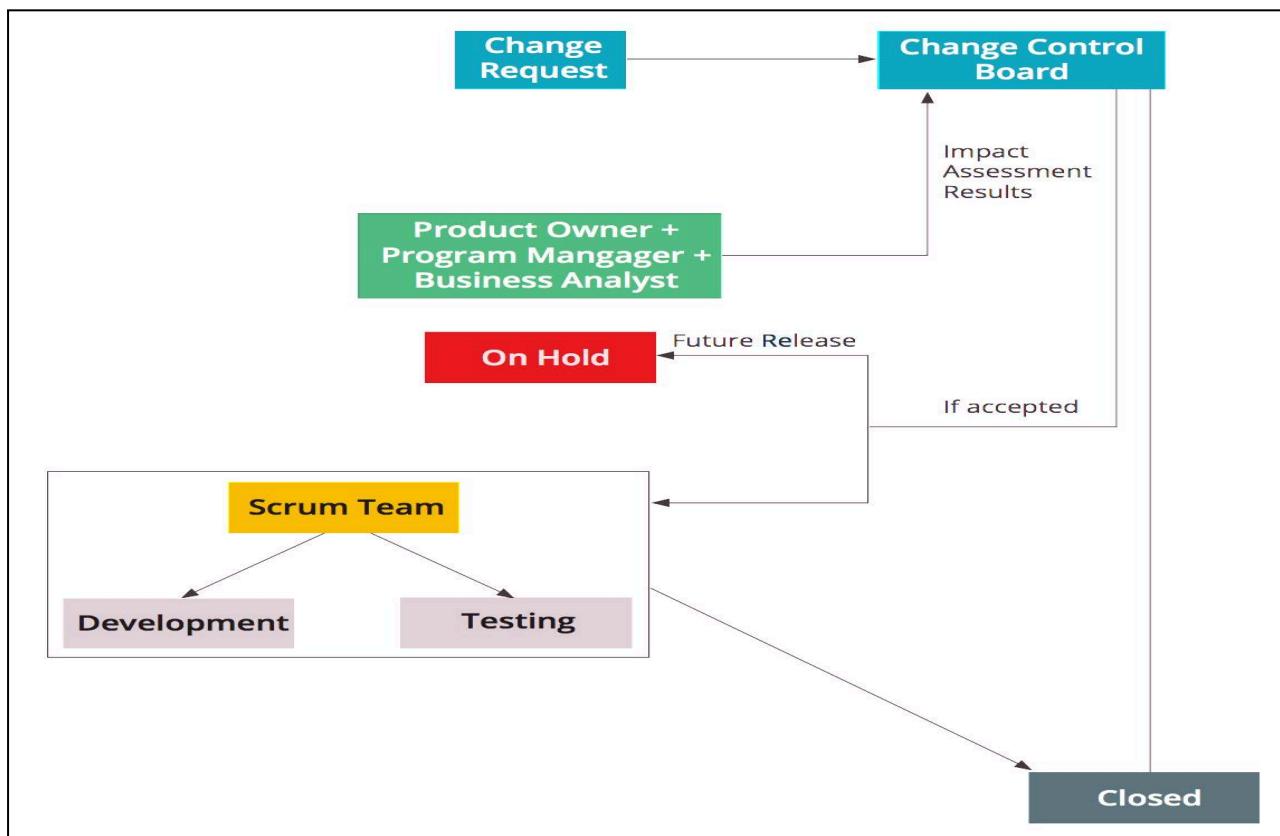
- Any data source / data centre maintenance by TCPL
- Management of Qlik Server / Data Backup by TCPL
- Cost of any other software/DB, infrastructure, 3rd party tools required for the execution of this project

- Any development and customization in data sources by TCPL
- Business processes not listed in the implementation Scope.
- Resolution of any issues arising due to hardware failure.
- Infrastructure project in form of Operating system installation, system configuration/installation, migration & maintenance, apart from what is mentioned in this SoW
- Any performance related issues which are due to any business requirement that is non-standard or out of best practices application development, which are highlighted by the technical team.

Change Management

Team Computers proposes that changes to requirements be handled using the project change management tools and procedures duly signed off by the client and Team Computers. It is important that major stakeholders of the project have an understanding of these changes and the associated implications. Team Computers along-with client project managers and business stakeholders will work effectively to absorb variations from initial functional requirements and discuss trade-offs to balance between scope, schedule and resources (budget).

The goal of the change management process is to produce a more robust system that better supports the business activities of the clients.



The change management process includes:

- **Collect** change requests (a generic term that encompasses defects, bugs, requests, suggestions). This is a continuous process and will be done during each sprint sign off.
- **Identify** the scope of the next release and determine which change requests will be included in the next build. The change requests should be grouped according to the functional and/or physical area of the system the request will change.
- **Document** the requirements, functional specifications and implementation plans for each grouping of change requests within the Product Catalogue
- **Implement** the change. This may involve changes to source code, database structure, or user documentation.
- **Test** is to verify the changes done by the person who made the change, usually the programmer. It is very specific to just the area changed. Tests a functional area of the system to see that everything works as expected.
- **Release** the system to production. This is the physical process of upgrading the production system to the new release. This may involve executable files, database changes, data migration, and the installation of new support software.
- **Change Management Impact** could be variance to the budgeted efforts, timelines, and cost of the original project scope of work.

Project Team Composition

Sr No.	Resources
1	Project Manager
2	BA
3	Tech Lead
4	Qlik Consultants
5	UI/UX Designer
6	Adoption Officer

Monitoring Mechanism

Frequency	Purpose	Stakeholders from TCPL	Stakeholders from Ador Welding	Duration	Mode of Discussion
Daily	Daily work review	Project Manager	SPOC (Optional)	30 min	Online Meeting
Weekly	A brief Review of the project to address	Solution Architect	Project Manager	30 mins	Online Meeting

	issues.				
Monthly	Governance Review	Solution Architect + Key Stakeholders	Project Manager + Key Stakeholders	30-60 minutes	Online Meeting

A Project Progress report will be prepared and shared on a weekly basis which will cover the Development/delivery status against the plan



3.

Commercials

Implementation Commercials

BI Dashboard Implementation		
Sr.No.	Product Description	Total INR Price
1	Dashboard Implementation (Sales , Finance & MD)	23,00,000
Grand Total in INR (Exclusive of Tax)		23,00,000

Implementation Terms and Conditions:

1. All prices are exclusive of taxes @18%. Any change in the Government Tax structure & duties will be charged as applicable at the time of billing.
2. Payment Terms for Services : Within 30 days of receipt of invoice.

Invoicing will be done as per below Milestones:

- Project advance - 15-% of Total Implementation Amount post Kick off Meeting
 - BRD & TRD Sign Off -15% of Total Implementation Amount
 - Sales Module UAT and Go live - 20 % of Total Implementation Amount
 - Finance Module UAT and Go live - 20 % of Total Implementation Amount
 - MD Dashboard UAT and Go live - 20 % of Total Implementation Amount
 - Bal. 10% after one month of successful implementation
-
3. TCPL will take 15 days time post receipt of the PO to mobilize the team and Kick off of the project
 4. The Client further confirms that they shall not hire, engage, or utilize the services of, nor shall they cause their Affiliates to hire / engage / utilize the services of, either directly or in-directly, the authorized personnel of Team working on the Project for the Client, during the duration of this project and for a period of 24 months thereafter.
 5. All travelling boarding & lodging expenses for any client side engagement outside , Mumbai will be borne by Ador Welding.
 6. The delivery of the project will be onsite.
 1. Working Hours for resources:9 Hours a day and 5 days a week. (Saturday & Sunday and all National Holidays are not part of the business working days.).
 2. Man day effort commercials for CR (Change request) will be Rs. 9500/per day

3. Validity of all the commercials in this document is till 28th November, 2024.
10. The Purchase Order (P.O.) or the Work Order will be released on the address, "TEAM COMPUTERS PVT. LTD., NO - 1, MOHAMMAD PUR, NEW DELHI - 110066".

Thank You

