Statement of Work

ERP

STATEMENT OF WORK

FOR

An ERP MANAGEMENT SYSTEM

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Document History			
Version	**Contributors**	**Comments**	**Date**
1.0	Beatrice Ahenda	Initial Version	21-Jan-2025
1.1	Vivian Namvuya	Document Review and Approval	22-Jan-2025

1. Introduction

The content in this document is provided for informational purposes. It contains confidential information belonging to Tagrit and is intended solely for the purpose for which it has been supplied. Therefore, it should be destroyed or returned to Tagrit after use.

The document includes privileged information and intellectual property rights that shall remain vested in Tagrit. The contents of this document must not, in whole or in part, be communicated to any third party without prior written approval from Tagrit.

This document details the Statement of Work for implementing an ERP Management System. The expected deliverables of the project are outlined as follows:

- Imprest Event Module
- Event Management Module
- Client Database Module
- Accounting Module

2. Project Charter Purpose

The Project Charter defines the scope, objectives, deliverables, and overall approach for completing the work. It is critical for initiating, planning, executing, controlling, and monitoring the project. It is the absolute master document for the project and shall be the single point of reference for goals and objectives, scope, organization, estimates, deliverables, and budget.

This serves to keep changes to the master document to a required minimum while providing a mechanism to monitor and control the key areas of the project on an ongoing basis.

The Project Charter also serves as a contract between the Project Team and the Project Sponsor, stating at a minimum:

- Why the project is being implemented and what are the overall goals/objectives?
- What are the assumptions and constraints going in?
- What needs to be finished?
- What deliverables must be made to get there?
- When do the deliverables need to be completed and in what order?
- Who is going to do the specified tasks and where?
- What resources and money (budget) is needed?
- What risks are likely to be along the way?
- How to keep things on target (timeline and budget) and monitor progress?

3. Project Overview

3.1 Background

Capabuil specializes in delivering high-quality and affordable training and consultancy services in finance, leadership, and data analytics. Capabuil is dedicated to transforming lives through capacity building.

Capabuil was created with a vision to be a professional competency development leader and value creator for Africa, with a mission to provide unlimited opportunities for learning and empowerment.

3.2 Project Objectives

The ERP Management implementation project aims to achieve:

i.   Imprest Module.
ii.   Event Management Module.
iii.   Accounting Module.
iv.   Client Database Module.

3.3 Scope of Services (Business & Technical)

It is designed to govern the execution of the project and must be reviewed and signed prior to the project's implementation kick-off. The project will begin with the use of remote resources, and on-site travel will only occur when deemed necessary and when conditions are conducive for travel.

If Tagrit provides any services outside the defined scope — including but not limited to client-requested services as outlined in Section 3 (Project Overview) or those required due to circumstances outlined in Section 6 (Limitations and Exclusions) — such services will be delivered at the client's additional expense under a separate agreement. Tagrit is not obligated to provide services outside the agreed-upon scope.

Under this agreement, Tagrit's responsibilities are limited to performing the specified activities within the agreed scope. The company does not guarantee any specific technical, economic, or other outcomes. The provisions of this agreement shall govern all service-related activities, as shared with the client.

The table below describes the high-level deliverables that fall under the general scope for the delivery of the project:

Activity	Description
Analysis & Design	This stage is essentially a gap analysis detailing the coverage and creating detailed design documents including system architecture & data flow diagrams.
Software Development	Developing the core system, including modules for Accounting, Imprest, Event Management, and Client Database.
Database Setup	Designing and implementing the database to store Accounting, Imprest, Event Management, and Client Database information.
User Interface Development	Developing user-friendly interfaces for desktop, web, and mobile access by the Staff, Finance, and Administration Team.
Testing & Quality Assurance	Conducting system testing, bug fixing, and quality assurance to ensure the system functions as expected. This phase involves the validation of the new system against the functional and technical requirements of the client.

User Training	This phase involves equipping the end users with the skills required to effectively use and manage the new system. The knowledge transfer is carried out through the Train-the-Trainer approach.
Staff Training per session	Providing training sessions for staff on using the system. This phase involves equipping the end users with the skills required to effectively use and manage the new system. The knowledge transfer is carried out through the Train-the-Trainer approach.
System Deployment	Deploying the system on client servers or cloud, ensuring all configurations are correct.
Project Management	Overseeing the project from start to finish, including planning, execution, and monitoring.
Monthly Post-Go-Live Support	Offering support and maintenance for a specified period to resolve any issues that arise after deployment.
Per Change-Request Service	Handling client-requested changes after initial deployment, including re-evaluation and implementation of changes.

3.4 Project Approach

3.4.1 Project Principles

- Get all customization requirements from the client for the development of the acquired modules.
- To implement and configure an effective solution that meets the client's requirements.
- To complete the delivery within the timeframe agreed but taking due cognizance of potential future changes in strategy and specifications.

3.4.2 Implementation Approach

- The activities in this project will be divided into stages. By the end of every stage, there will be a management control point to assess and acknowledge the successful finalization of a stage.
- The build stage shall be divided into three sprints;
    - o Sprint 1
        - ▪ Build and configure the Imprest Module
        - ▪ Test and demo
        - ▪ Business and integration requirement elaboration
    - o sprint 2
        - ▪ Build and configure the Accounting Module
        - ▪ Test and demo
        - ▪ Business and integration requirement elaboration
    - o sprint 3
        - ▪ Build and configure the Event Management and Client Database Modules
        - ▪ Test and demo
        - ▪ Business and integration requirement elaboration

- Regular project meetings will be held online at least per fortnight.
- Tagrit is responsible for providing or procuring a hardware platform for the ERP System.
- Capabuil is responsible for ensuring all staff members are trained to accomplish IT operations and support the hardware and software platform. Tagrit will provide training on IT Operations and Support training related to ERP modules only.

3.5 Project Delivery

ERP Management System	Description
Project Management	Project Management and Coordination
Pre-Release Testing	The team will perform high-level tests to ensure the system behavior is as expected. This will cover: • Product Testing • Functionality Testing • Performance Testing
Training Needs Analysis	This involves the development of a training plan based on the project scope and the client's expectations: • Finalize Training Coverage • Finalize Training Plan
Train-the-Trainer	This activity involves equipping key Users with the skills required to use and test the new system. This will include: • Training Preparation • Training Execution
End-to-End Testing	This involves the testing of the system to ensure overall quality, consistency in service levels, and most importantly a foolproof system. The following test activities will be conducted: • System Integration Testing • Formal Acceptance Testing
Deployment	
Prepare for Go-Live	The preparatory activities required prior to the Go Live execution are performed at this stage. This will include – • Development of the Deployment Plan • Customer and Stakeholder Communication • Post Go-Live Support

3.6 Project Plan

Tasks	Days	Start Date	End Date
01. Imprest Module	30 Days	2-Dec-2024	27-Jan-2025
02. Accounting Module	60 Days	3-Feb-2025	4-April-2025
03. Event & Client Database Module			

4. Communication Management

The primary goal of communications management is to provide timely, accurate, and essential project-related information to all stakeholders. The Capabuil Project Manager is responsible for communicating with the leadership and Tagrit team who are impacted by the project, project management, and the project team. The communications effort will help manage stakeholder expectations and create stakeholder understanding and acceptance of the project, hence developing a commitment to the project's overall success.

Assumptions for this plan include:

- The project managers will own and manage the change and communication plan.
- Time will be made available for face-to-face communications.
- Steering committee members and key stakeholders will participate in the project's change and communication management efforts.

4.1 Guiding Principles for Project Meetings

	Discipline	Principles
a.	Attendance and punctuality	Attendance and punctuality will be strictly observed for all meetings. Meetings will start at the time on the invite.
b.	Duration of Meetings	The length of the project meetings will be limited, as much as possible, to strictly one to two hours maximum. Online meetings will be conducted through **Zoom and Google Meets** for formal project meetings.
c.	Project documentation	All project documentation will be maintained in a single Google Drive. Minutes for all meetings will be recorded and filed.
d.	Language of Communication	The language of communication shall be English. All parties – Capabuil and Tagrit (and its partners) will bring onto the project resources with ability to communicate in English.

5. Project Costs

5.1 Implementation, Customization & Training Costs

The total investment required for the successful implementation, customization, and training of the Tagrit ERP system is **Ksh. 60,000** per module. This cost is meticulously structured to ensure a seamless transition, optimal system performance, and enhanced user adoption within the client's organization.

This involves the deployment of the Tagrit ERP system. It covers activities such as system setup, data migration, integration with existing systems, and environment configuration. Ensuring the system is operational and tailored to the client's unique requirements, enabling efficient workflows and processes. Customization focuses on adapting the ERP system to align with the client's specific operational needs. This includes configuring modules, developing custom features, and tailoring user interfaces. Enhancing the system's functionality to reflect the organization's unique workflows, improving usability and effectiveness. Comprehensive training programs are designed to equip users with the knowledge and skills needed to effectively utilize the ERP system. Training sessions will be delivered for both technical teams and end-users. Ensuring that employees can confidently and effectively operate the system, minimizing downtime and maximizing productivity.

Includes the provision of system manuals and user guides during the initial deployment phase. Providing ongoing assistance to resolve any immediate concerns and ensuring users have access to reliable resources for future reference.

5.2 Subscriptions Packages

The subscription package is meticulously crafted to deliver comprehensive support and continuous value to the client by providing access to a wide range of resources, robust system functionality, and ongoing enhancements. The package encompasses the following services and benefits:

- Users will have full access to all available ERP modules, including accounting, inventory management, human resources, customer relationship management (CRM), procurement, and more. To enable seamless management of all business operations through a centralized platform, fostering operational efficiency and data consistency.
- Comprehensive remote IT support to address technical issues or queries related to the ERP system. Reducing downtime by offering prompt resolutions to technical challenges, ensuring continuous business operations.
- Periodic updates are included to ensure the ERP system remains current with the latest features, functionalities, and security enhancements. Keeps the system optimized for performance, aligned with industry standards, and compliant with regulatory requirements.
- Automated daily backups to secure all business data within the ERP system. Providing reliable data protection and disaster recovery, safeguarding the client's critical information from loss or corruption.
- The ERP system is hosted on secure, high-performance servers with advanced protection against cyber threats. Ensures system reliability, scalability, and data security without requiring additional investments in IT infrastructure.
- An automated marketing module to streamline communication with customers and stakeholders. Enhancing customer engagement increases marketing efficiency, and drives sales by leveraging targeted, data-driven email campaigns.

Subscription Type	Monthly Charge per User	Monthly Charge per User (20% Discounted)	Annual Charge per User ($9*12Months)	Annual Charge per User (20% Discounted) (7*12Months)
1 User	$11.00	$9.00	$108.00	$84.00
Small Team (Up to 25 Users)	$275.00	$194.00	$2640.00	$2100.00
Medium Team (Up to 50 Users)	$550.00	$390.00	$5280.00	$4200.00
Large Team (Customization)	-	-	-	-

For example, if a client has 10 users, these are the payment plans they can choose from;

Subscription Type	1 User	10 Users
Monthly Charge per User	$11.00	$110.00
Monthly Charge per User (20 % Discounted)	$9.00	$90.00
Quarterly Charge per User ($11*3 Months)	$33.00	$330.00
Quarterly Charge per User (20 % Discounted) ($9*3 Months)	$27.00	$270.00
Semi-Annually Charge per User ($11*6 Months)	$66.00	$660.00
Semi-Annually Charge per User (20 % Discounted) ($9*6 Months)	$54.00	$540.00
Annually Charge per User ($9*12 Months)	$108.00	$1080.00
Annually Charge per User (20 % Discounted) ($7*12 Months)	$84.00	$840.00

NOTE: To qualify for our discounted subscription rates, Clients must have a minimum of 10 active users subscribed to the Tagrit ERP system to become eligible for a discount.

The payment terms defined below shall apply to the delivery of the project:

a) 60% of the customization costs shall be paid upon Agreement Execution. (Per Module delivery)
b) 40% of the remaining customization costs to be paid in 2 installments. (Per Module delivery)
c) Subscription fee to be paid Monthly.
d) All invoices shall be settled within 5 business days of receipt by the client.

NOTE: To ensure uninterrupted access to the Tagrit ERP system, clients are required to pay the monthly subscription fee on or before the due date. In the event of non-payment, the system will automatically lock access until the subscription fee is cleared.

6. Limitations and Exclusions

Tagrit shall not be obligated to provide Services if Defects are caused by or related to the following:

(i) The client mishandling, abuse, misuse, or use of the System other than by Tagrit's operating instructions;

(ii) actions or omissions of persons other than Tagrit;

(iii) installation, maintenance, or repair of the System by someone other than Tagrit, except maintenance performed by the client if and to the extent authorized by Tagrit in a duly signed writing;

(iv) Failure to implement recommendations earlier provided to the client by Tagrit either before the commencement of the service or during the term of the service

b) Tagrit shall not be obligated to provide Services for the following:

(i) Software that has been modified by someone other than Tagrit, unless such modifications were directed or approved by Tagrit in writing and made in strict conformance with all specifications and instructions provided by Tagrit in such writing; or (ii) third-party products.

7. Signatures

S/No	Organization	Approver's Name	Role	Signature	Date
1.	Capabuil	Reagan Nyadimo	CEO		
2.	Tagrit	David Amukowa	CTO		
3.	Tagrit	Beatrice Ahenda	CQAO		

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8. Appendix 1 – Change Request Procedure

A change is defined as any service that is not in the scope of the Services described in this Statement of Work. This includes any requirement encountered that is new to the System and not included under the known GAPS. This may be in the form of new or material changes to;

a)   Reports, data extractions, and inquiries,
b)   Processes/workflow,
c)   Products,
d)   Procedures,
e)   Interfaces to be built,
f)   System modules,
g)   Business rules/validation rules/input screens, etc.

or the

a)   addition of new branches,
b)   addition of new products or system functionality or any material changes to the same,
c)   changing an in-use database from one to another (unless this is part of the implementation)

Whenever any of these events or a combination of these events is encountered, the Customer is required to raise a Change Request (CR) with Tagrit. No implementation of change item shall fall within the scope of these Services.

The process will be as follows;

- Every change item encountered will be brought to the attention of the client.
- Upon agreement with the client, a full description of the requirement (Service Request Document - SRD) will be requested from the client.
- The Tagrit Project Lead will forward the SRD to the Tagrit account manager who will respond with a separate financial proposal or request for service document for client's approval.

9. Appendix 2 – Tagrit Team's Composition

Team Members

S/No	Name	Role	Email
1	David Amukowa	Project Director/ Technical Lead	david@tagrit.com
2	Kevin Amayi	Functional Lead	kevin@tagrit.com
3	Vivian Namvuya	Finance and Administration	vivian@tagrit.com
4	Beatrice Ahenda	Testing/QA Lead	beatrice@tagrit.com
5	Kefa Hamisi	Product Lead	kefa@tagrit.com