

## Dedicated Resources Offsite (Ahmedabad)

for



By



**Date: 29<sup>th</sup> January 2024**

**To, K HOSPITALITY CORP**

**Kind Attn: Mr. Binu Balachandran & Mr. Lovejot Sekhon**

**Sub: Proposal for Dedicated Offsite Manpower**

Dear Sir,

We, SAFAL Softcom (herein referred to as 'SAFAL) entire management and team express our sincere thanks to you and your esteemed organization "K HOSPITALITY CORP" for the opportunity given to us to serve you with a technology-driven Sourcing Solution subscription.

As a response to your request to submit the proposal, we reviewed your requirements and considered the best-in-class solution to meet those, we hereby proposing **Dedicated Offsite Manpower**. We are confident that will bring value to your requirements by exceeding your business goal expectations.

We trust that the furnished information is enough to evaluate & proceed further, incase if you need any further information or any assistance moving forward, please feel free to revert back to us and we will remain available to serve you with best in all the times.

Thank you in advance for your valuable business with us and assuring you our best services and attention always.

From SAFAL Softcom

**Bhumisha Vasani**

[bhumisha.vasani@safalsoftcom.com](mailto:bhumisha.vasani@safalsoftcom.com)

**+91 90990 80578**

**Asst. Vice President**

## About SAFAL

SAFAL Softcom Pvt Ltd, referred as SAFAL, is specialized software solution developer and provider, and provides the complete comprehensive Sourcing solution to the customers, who is looking forward to empowering the entire purchase through automation and use the power of software and technology. SAFAL's solution provide the complete Purchase process in a completely automated system and offer the customer the to benefit the power of technology to save Time, Clean and Transparent Business Practices, Vital information about the vendors and supplier at finger tips and change the purchase department from cost center to business profit center.

In traditional way, manual sourcing processes have been a constant challenge for sourcing organizations. Typically, manual RFx (RFP, RFQ, RFI) processes have been cumbersome, time consuming and human resource intensive. Every new sourcing event is characterized by its own inefficiencies; creation of RFx in excel/word documents with zero or minimal collaboration, receipt of supplier responses in multiple diverse formats, tedious consolidation of supplier responses in a user-friendly format, manual scoring and ranking of the suppliers, complex excel based analysis, constraints on scenarios.

Such lengthy and tedious is the manual process that sourcing professionals often tend to invite a small, known group of suppliers to bid for business. Hence, opportunities to include new suppliers for a competitive bidding are few and far between. Moreover, all the RFx that are created remain trapped in emails, individual hard disks, and respective minds.

As a result, every time RFP is created, sourcing pros have to recreate the wheel due to lack of central repository. Adding to the complexity is the requirement of sourcing professionals to be highly skilled in spreadsheets. Not only should they be well conversed with the basic functions of excel but should also be skillful in macros that calls for a separate investment. It goes without argument- It's high time for you to invest in e-Procurement technology. The benefits of e-Procurement are tangible and well documented and have the potential to catapult your sourcing organization to the next level.

SAFAL's Strategic sourcing suite is specifically designed for those organizations that are currently looking to automate their manual process. Taking cues from what-went-well and what-went-wrong, specific requirements of late entrants in e-Auction, and budget constraints, SAFAL strategic sourcing software enables organizations to rapidly adopt e-Auction tools by simplifying the sourcing process and helping sourcing organizations execute end-to-end sourcing activities with ease, thus ensuring a faster and higher ROI.

*About SAFAL*

**Dedicated Offsite Manpower for 6-Month Duration for Phase1 & Phase2**

Deliverables	No. of Person	Monthly Billable
1. A dedicated individual providing support. 2. On-the-go training and troubleshooting for K-Corp Users and Buyers. 3. Serving as the single point of contact for any queries from the buyer and supplier sides. 4. Assisting the Buyer team in importing all essential master files, DOA documents, and other necessary records. 5. Assisting the team in generating user logins and supplier access. 6. Training buyers and suppliers to become familiar with the platform.	2	1,08,000
Availability during the following hours: Mon-Fri from 10:00 am to 7:00 pm and Sat from 10:00 am to 2:00 pm.		

**\*\* Taxes as applicable from time to time**

*One manpower will be dedicated for Phase1 Support and the Other will be dedicated for Phase2 Support.*

**Payment Terms & Milestones: -**

- ✓ Payment is made monthly after submission of invoices on every 30<sup>th</sup>/31<sup>st</sup>.
- ✓ Payment to be made in 15 working days.

## About SAFAL

### KPI for dedicated manpower

#### **1. Onboarding and Training:**

- ✓ New User Orientation: The dedicated manpower is responsible for orienting new users within TFS. This involves introducing them to the TFS environment, explaining its functionalities, and providing an overview of the tools and features.
- ✓ Training Sessions: Conducting training sessions to ensure that new users are familiar with the TFS platform. This may include hands-on training, demonstrations.

#### **2. Live Support:**

- ✓ Real-time Assistance: Offering live support to TFS users, which involves addressing queries, troubleshooting issues, and providing guidance in real-time. This support can be crucial for ensuring the smooth operation of TFS within the organization.

#### **3. Configuration Management:**

- ✓ Adding New Masters: Configuring TFS by adding new masters, which may include setting up project structures, repositories, and other essential components.
- ✓ Configuring DOAs (Delegation of Authority): Defining and implementing Delegation of Authority rules within TFS to manage permissions and access control for different users and roles.
- ✓ Setting Up New Entities: Configuring TFS to accommodate new entities or project entities, ensuring that the system aligns with the organization's structure and requirements.

#### **4. Technical and Functional Support:**

- ✓ Comprehensive Assistance: Providing both technical and functional support to TFS users. This involves helping users with technical issues they may encounter and offering guidance on how to utilize TFS features effectively for their specific needs.

#### **5. Support Ticket Handling:**

- ✓ Issue Resolution: Managing and resolving support tickets raised by TFS users. This includes tracking issues, prioritizing them, and ensuring timely resolution to minimize disruptions in workflow.

#### **6. Communication Bridge:**

- ✓ Facilitating Communication: Acting as a liaison between the TFS user team and the K-Corp Technical Team. This involves relaying user concerns, feedback, and technical requirements to the technical team, and vice versa, ensuring effective communication and collaboration.

## About SAFAL

This proposal is made based on the following terms and conditions:

- All prices are considered in INR.
- Prices are valid for 15 days from the date of proposal.
- Mobilization: Immediate upon commercially cleared purchase order and advance payment, and implementation consultation starts within 2 weeks from the date of order confirmation and completion schedule will be given at the time of Project Kick-off.
- Subscription & Support: One year.
- Order & Payment: To be made in the name of “**SAFAL Softcom Pvt Ltd**” and payable in Ahmedabad, India
- Payment Mode: Cheque / Electronic Bank Transfer / Irrevocable Letter of Credit.
- Exclusions: Any other items, or services which are not mentioned in the Bill of Materials.
- Delivery: Delivery Cloud Subscription, no material delivery involved.

We trust the above information are in-line with your requirements, and if you need any further information in nature about technical or commercial, please feel free to revert back and we will be available for your disposals.