

Success Story

ERP Support Services

Storyline...

The client was an undertaking of the Government of Karnataka, India established in 1971. The company was engaged in cultivation of pulpwood and rubber and in rubber processing. The client owned plantations and rubber factories across the state of Karnataka. The Management desired to implement an ERP solution to automate key business functions.

MaGC, in association with Technical Consultancy Services Organization of Karnataka (TECSOK), was appointed to assist the Project Monitoring Committee (PMC) in the implementation.

Once upon a time...

As part of efforts to streamline its systems, the client intended to procure and implement an appropriate ERP Solution. However, internal capacity to manage a large IT project was limited. The Management required support in preparing ERP requirements, handling the tender process, evaluation of alternative solutions and selection of the right solution.

MaGC was engaged to support in the entire set of activities right from finalizing requirements up till vendor selection.

Moving on...

MaGC started with understanding the Client Management's perspective of the requirements from the ERP. This was followed by a study of the client's business processes. Based on this understanding, the ERP requirements framework was developed. This was followed by preparing the tender document. The tender document included functional, technical and legal aspects and was designed for an e-tendering process. Necessary flexibility was built into the technical requirements to ensure that bidders could propose alternative solutions. The tender documents were finalised taking into account inputs from various stakeholders and experts.

MaGC helped the client throughout the tender process. This included publishing of tender documents on the e-tendering portal, participating in the pre-bid meeting and clarifying bidders' queries, and preparation and publishing of corrigendums during the tendering process. MaGC kept the client PMC informed throughout the process.

MaGC developed the evaluation criteria, prepared a template for evaluation of bids and assisted the PMC in technical and financial bid evaluation. The MaGC team supported the Client in negotiations with the successful bidder on the technical as well as financial terms. The team undertook background research on similar sized ERP solutions and did a cost analysis in order to validate the evaluation results.

Finally...

MaGC's work facilitated timely and successful completion of the tendering process and appropriate Product identification/Vendor selection. Immediately on completion of the selection process, the client entered into a contract with the selected vendor and took up implementation. Extensive documentation ensured that the selection process was transparent. The requirements document prepared by MaGC was well appreciated by the bidders and helped them propose solutions appropriate to the Client's needs. MaGC's deep understanding of the client's business as well as ERP helped the Client negotiate a good commercial arrangement with the vendor.

