

Response
For
Comparative Review of Outsourcing Services

Conducted
by
Network Computing Lab

Submitted to: Network Computing Lab

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Patni Computer Systems (P) Ltd.

This material contained in our response and any material or information disclosed during discussions of the proposal represents the proprietary, confidential information pertaining to Patni's services, methodologies and methods. Other products and brand names may be trademarks or registered trademarks of their respective owners.

By accepting this response, **Network Computing Lab** agrees that the information in this proposal will not be disclosed outside the Organization and will not be duplicated, used, or disclosed for any purpose other than to evaluate this proposal. This proposal is subject to a mutually approved agreement or contract specifying full terms and conditions.

The contents of this document are provided to the **Network Computing Lab** in confidence solely for the purpose of evaluating whether the contract should be awarded to Patni Computer Systems Ltd.

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Table of Contents

1	Executive Summary	4
1.1	PATNI CORPORATE PROFILE	4
1.2	PROPOSED ENGAGEMENT	4
1.3	PROJECT DURATION	4
1.4	COST	4
1.5	PROPOSAL VALIDITY	5
2	Solution	6
2.1	BUSINESS OBJECTIVE	6
2.2	PROJECT SCOPE	6
2.3	SCOPE – EXCLUSIONS	6
2.4	APPROACH	7
2.4.1	Architecture Diagram	7
2.4.2	User Interface Flow	8
2.5	DELIVERY TIMELINES	10
2.6	PROJECT ASSUMPTIONS	11
3	Project Organization	13
3.1	PATNI PROJECT TEAM	13
3.2	NETWORK COMPUTING LAB RESPONSIBILITIES	13
3.3	PROJECT MONITORING AND CONTROL	14
4	Efforts Breakup and Pricing	15
5	General Terms and Conditions	16
Appendix A -	Change Request Form	18
Appendix B -	Customer Satisfaction Survey Form	19

1 EXECUTIVE SUMMARY

1.1 PATNI CORPORATE PROFILE

Patni Computer Systems (Patni), one of India's leading IT services organizations, exports software services and solutions to international customers on a wide range of technology platforms and business environments.

Since its inception in 1978, Patni has been providing solutions using contemporary state of the art technologies. Backed by 25,000 person years of delivered efforts and ISO 9001:2001, SEI-CMM Level 5 & P-CMM level 3 certifications, PATNI currently employs more than 6500 software consultants who represent a deep and diversified skill base combining multiple technology realms, applications and domains. Supported by a worldwide network of 15 international offices spread across the US, UK, Western Europe and Japan, this core talent base services customers spanning over 15 countries in 4 continents.

Patni is committed to providing technically competent, highly professional, cost-effective and dependable software services. For the last several years, Patni has consistently ranked among the top 10 software exporters in India and is the second largest GE-GDC. Strong domain expertise, extensive technology skills, process focus, speed and innovation enable Patni to provide value-added, high quality IT solutions to customers.

1.2 PROPOSED ENGAGEMENT

Patni is pleased to submit this proposal in response to the invitation received from Network Computing Lab to participate in the comparative review of outsourcing services for their January 2005 issue.

Patni has studied the requirements document provided by Network Computing Lab and proposes to execute the project within Fixed-Price framework.

The hallmark of our response is our commitment to Network Computing Lab to help them deliver on their business goals in implementing the customer lookup and order tracking system.

1.3 PROJECT DURATION

With the available information and understanding of the project scope, delivery of the software product is estimated to be November 10, 2004.

1.4 COST

The total cost to Network Computing Lab for this engagement shall be USD \$32,768.00. Efforts breakup and pricing details are provided in Section 4 of this document.

1.5 PROPOSAL VALIDITY

This proposal is valid up to 1 week from the date of issue unless notified in writing to Patni.

2 SOLUTION

2.1 BUSINESS OBJECTIVE

The objective of this project is to provide customer service representatives the ability to -

1. Look up a customer and find the customer information in a web browser
2. See all the orders for this customer and view the order status
3. Click on any order on the list and view the order details
4. User management

2.2 PROJECT SCOPE

Development of JSP's identified below defines the scope of this project.

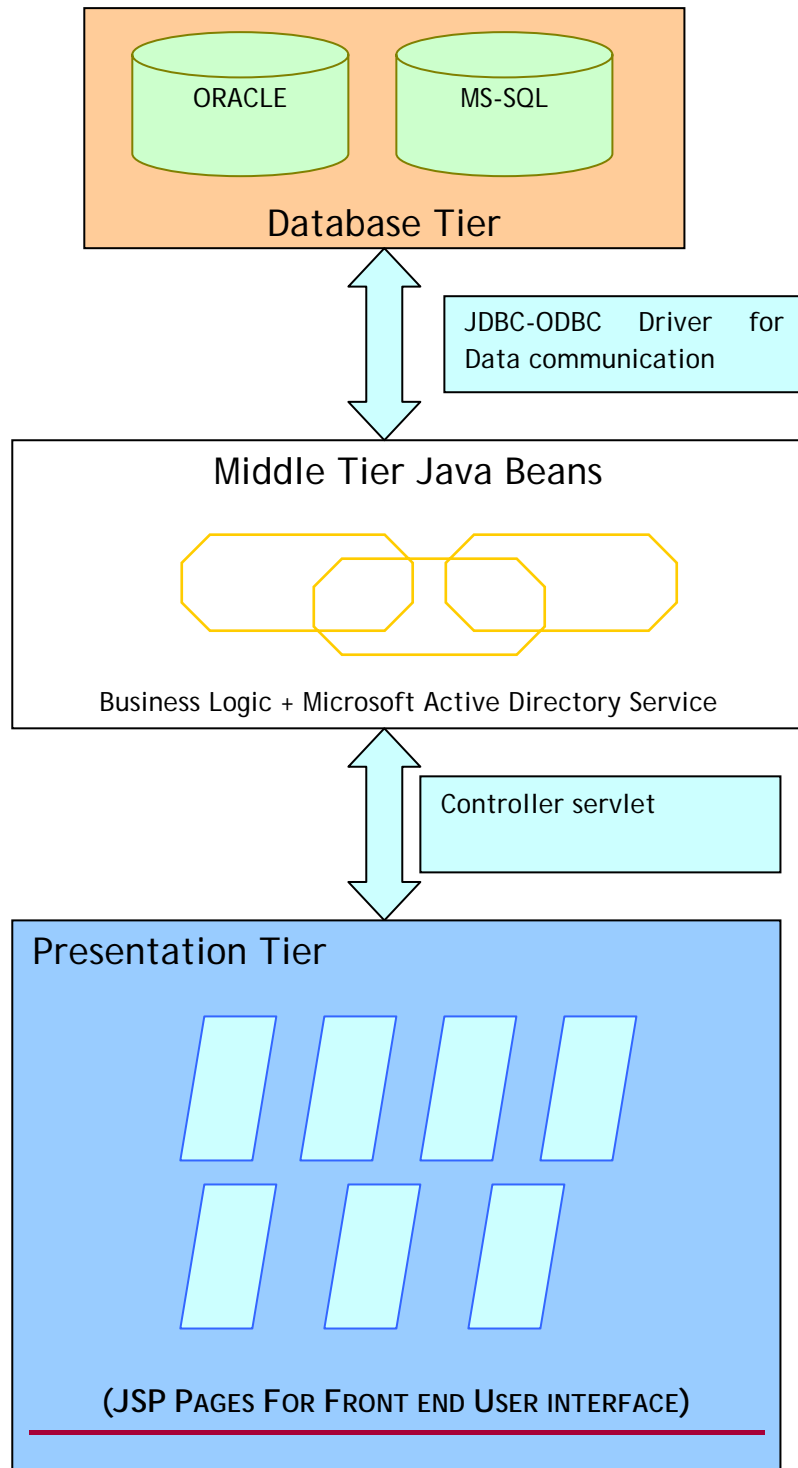
Sr#	JSP name
1	Customer search
2	Customer detail
3	Order summary
4	Order detail
5	User search-Management
6	User create-Management
7	User modify-Management
8	User view-Management
9	Login page
10	Logout page

2.3 SCOPE - EXCLUSIONS

- Synchronization of data between Oracle and SQL Server
- Customer registration interface

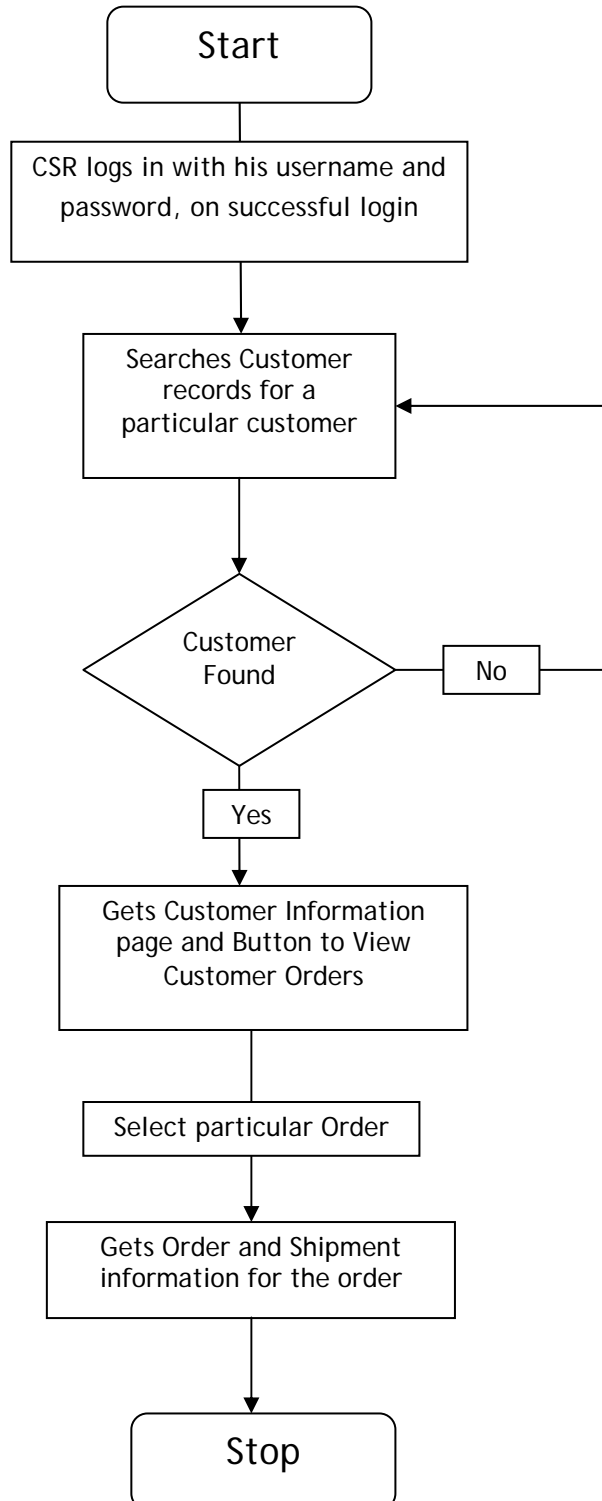
2.4 APPROACH

2.4.1 Architecture Diagram

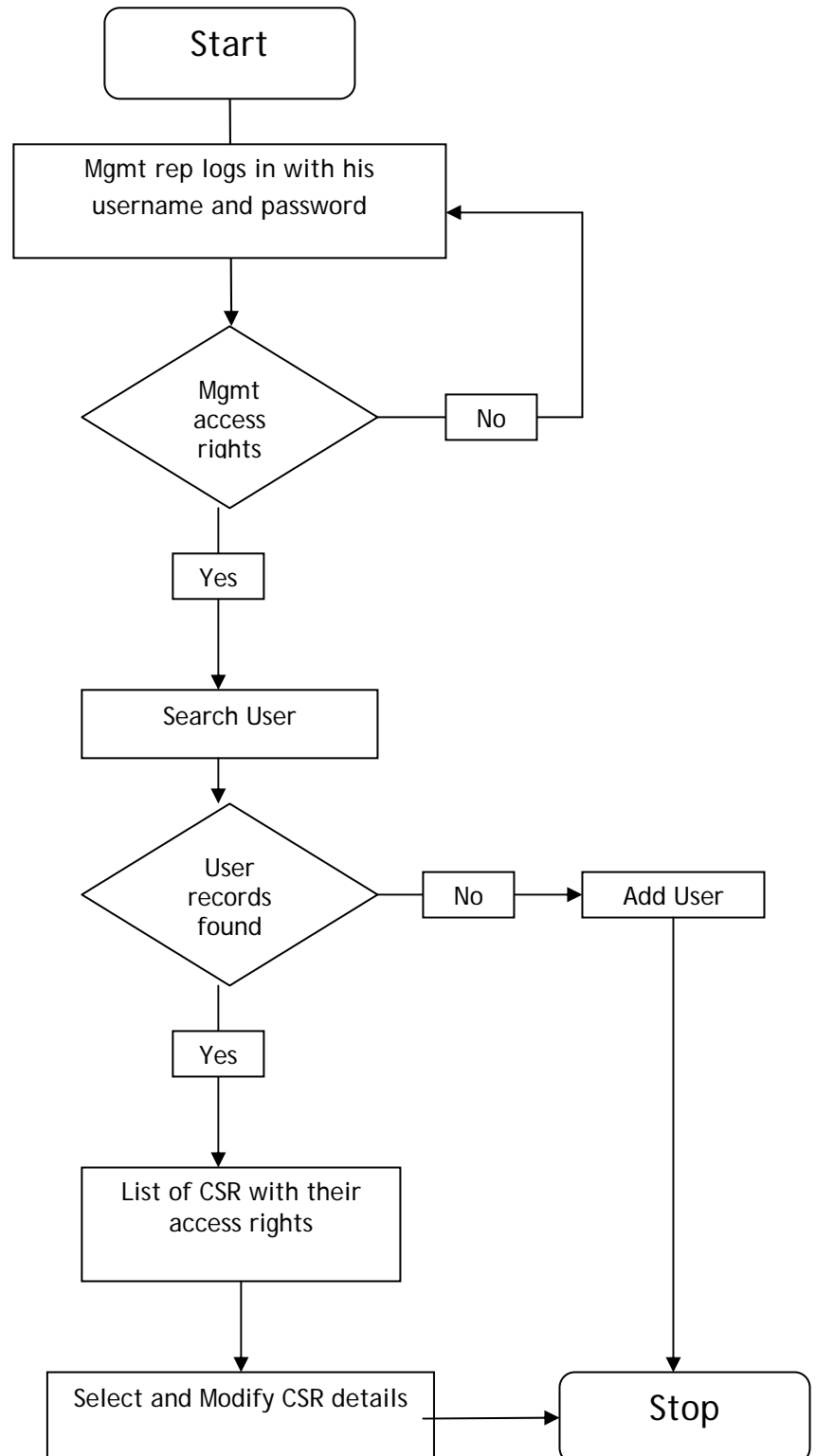


2.4.2 User Interface Flow

Customer Service Pages



User Management Pages



2.5 DELIVERY TIMELINES

Timeframe	Responsibility	Deliverables
Oct 11, 2004	Patni & Network Computing Lab	<ul style="list-style-type: none"> Project initiation kick-off call
Oct 11 to Oct 15, 2004	Network Computing Lab	<ul style="list-style-type: none"> Provide database designs, ERD Provide connectivity to DEVELOPMENT instance and webserver Provide acceptance criteria of Patni deliverables Provide escalation levels within NCL
Oct 11 to Oct 15, 2004	Patni	<ul style="list-style-type: none"> Deliver Functional designs Prepare project plans and delivery dates
Oct 18 to Oct 22, 2004	Network Computing Lab	<ul style="list-style-type: none"> Review and Signoff Functional designs Provide Coding and Development standards, if any Provide connectivity to TEST instance and webserver Make available test data
Oct 18 to Oct 22, 2004	Patni	<ul style="list-style-type: none"> Deliver Technical designs Start Code Build
Oct 25 to Oct 29, 2004	Network Computing Lab	<ul style="list-style-type: none"> Review and Signoff Technical designs Provide connectivity to UAT instance and webserver
Oct 25 to Oct 29, 2004	Patni	<ul style="list-style-type: none"> Deliver Test Cases Code Build Testing on TEST instance
Nov 1 to Nov 5, 2004	Network Computing Lab	<ul style="list-style-type: none"> Review and Signoff Test Cases documents
Nov 1 to Nov 5, 2004	Patni	<ul style="list-style-type: none"> Final deliverables Code move to UAT instance

Nov 8 to Nov 10, 2004	Network Computing Lab	<ul style="list-style-type: none"> Complete User Acceptance Testing (UAT) Provide formal acceptance of the product
Nov 8 to Nov 10, 2004	Patni	<ul style="list-style-type: none"> UAT support

2.6 PROJECT ASSUMPTIONS

Patni has provided this response document taking into account the following assumptions. Any adaptation to these will impact the effort estimates, cost and potentially the timeline.

Change request form provided in Appendix A will be used to record and communicate any changes identified during project initiation or execution.

- Proposed cost is applicable to the scope identified in this document. Items not identified in this document are considered out-of-scope
- Standard Model-View-Controller (MVC) architecture will be used for development
- Customer data in Oracle & SQL Server is assumed to be synchronized
- Three separate instances will be made available viz.,
 - DEVELOPMENT for Patni development
 - TEST for Patni testing
 - UAT for User acceptance testing
- Configuration of DEVELOPMENT, TEST and UAT environments is assumed to be identical
- Customer registration is assumed to be available & provided by Network Computing Lab
- Webserver to be used for development will be provided by Network Computing Lab
- Requirements document "01_20_05 Offshore.Requirements.doc" is baselined and requirements as stated in this document will be used for this project
- Data model and access API's for the underlying customer and Order Tracking systems will be made available before start of the project
- Network Computing Lab will provide specific coding/development standards, if any, before the start of the development phase
- The deliverables provided by Patni would be tested and signed off within 3 business days of the delivery of the final deliverable. In case there is no communication from Network Computing Lab in this regard in the above duration the same will be deemed as accepted
- It is assumed that the specifications/supplementary documentation as necessitated by/for the development are available upfront or are available in such a manner so as not to impact the project schedule and/or create a slack on the schedule
- Network Computing Lab will ensure prompt turnaround time on review of the deliverables/queries raised by Patni in order to avoid any impact to the project schedules. This is assumed to be not more than 1 business day

14. Efforts to correct any idiosyncrasies of the base products (Customer Registration System, Order Tracking System and Microsoft Active Directory Service) is not anticipated or budgeted in this proposal
15. Following deviations if any, may impact the cost/schedule proposed in this document and will be treated as change request
 - a. Change in architecture resulting in any change to the approach identified in this document
 - b. Network downtime encountered during project execution
 - c. Change to the schedule of Network Computing Lab deliverables identified in this document
 - d. Any changes / enhancements to the signed-off specifications will be treated as Change Requests and will be estimated for separately and revised timeline proposed for the same.
16. Network Computing Lab may provide staffing recommendations. However appropriate team staffing will be determined and managed by Patni BDO
17. Network Computing Lab will make appropriate and sufficient test data and test environment available for the entire project duration
18. During UAT, Patni offshore team will be made available during India business hours

3 PROJECT ORGANIZATION

3.1 PATNI PROJECT TEAM

One consultant will be deputed onsite for this project. This person will be responsible for:

- Translating Business Requirements to offshore team
- Prepare/Review of technical/functional design
- Provide support to Network Computing Lab and Patni teams during testing
- Play the role of onsite coordinator (OSC) for Patni offshore team

The offshore team will perform the following activities

- Preparation/Update of functional/technical Design
- Preparation of Test Scripts
- Development and Testing

Project Lead (PL) will manage day-to-day activities of the team. Responsibilities include:

- Communicating with the OSC for resolution of queries raised by offshore team
- Identifying subdivision of the total effort, and allocating appropriate resources
- Weekly status reporting
- Identify and Raise change control requests
- Maintaining the delivery schedule and quality records
- Identify risks and ensure corrective/preventive actions

The Business Delivery Owner will be responsible for all matters pertaining to project delivery. Responsibilities of the BDO include:

- Ensuring availability of appropriate Patni resources
- Addressing any issues/concerns raised by the Patni/Network Computing Lab project lead, providing appropriate clarifications/information and providing a plan for corrective action wherever necessary

3.2 NETWORK COMPUTING LAB RESPONSIBILITIES

Network Computing Lab will ensure support in providing the Patni team with the following:

- Provide necessary infrastructure to the onsite consultant
- Identify single point contact for the Patni PL to liaise with

- Network Computing Lab understands performance schedules by Patni is dependent upon timely information and support provided by Network Computing Lab as set forth within the specific deliverables
- Network Computing Lab will provide onsite conference call capability to establish verbal communication between onsite and offshore team in India to obtain technical support. Patni will provide the agenda for the conference in advance for any conference initiated by Patni project lead
- Provide required access to hardware, software and systems to execute the development and testing activities for this project
- Upon requirement to make available licenses for any special software to be used for the project
- Network Computing Lab shall ensure the availability of Network Computing Lab business users for testing and signing of the changes/updates of deliverables from Patni project team.

3.3 PROJECT MONITORING AND CONTROL

Status Reviews

Report Title	Frequency	Originator	Distribution
Status Review (Internal)	Daily	Patni PL	Patni Team members
Review meeting through conference call	2 times every week	Patni PL	Patni OSC, NCL Project Lead
Customer Satisfaction Survey	At the end of the project	Patni PL	NCL Project Lead

Network Computing Lab to Patni escalation levels

Escalation Level	NCL Rep.	Patni Rep.	Escalation Categories
Level-1	Project Manager	Onsite Coordinator	<ul style="list-style-type: none"> ■ Project day-to-day Issues ■ Process deviations and Non-compliance, Improvement ■ First level for Quality & Productivity Issues
Level-2	Project Manager	Project Lead	<ul style="list-style-type: none"> ■ Issues unresolved at Level-1
Level-3	Project Manager	Business Delivery Owner	<ul style="list-style-type: none"> ■ Issues Unresolved at Level-2
Level-4	CIO	General Manager, Patni EAS	<ul style="list-style-type: none"> ■ Unresolved Supplier Difficulties Affecting Performance Issues Unresolved at Level-3

Note: Escalation need not go by succession and issues can be raised to higher levels directly.

4 EFFORTS BREAKUP AND PRICING

Efforts breakup

Pricing

5 GENERAL TERMS AND CONDITIONS

1. The schedules & prices presented in this proposal are based on the details provided by the customer. Cost and/or schedule implications, if any due to changes in the scope at any stage during the execution of the project, will be reviewed with customer and implemented as per the Patni change control mechanism
2. The effort estimates, price quotation and delivery schedules assume that customer will provide quick turnaround for approvals/"sign-offs", acceptances, reviews and clarifications as required at various stages of the project. Unforeseen delays in obtaining these may result in a review of price and/or delivery schedules. These approvals should be given within the time limits stipulated with the query.
3. Network Computing Lab will provide the necessary computer access to all the hardware and software as are necessary for the implementation of applications under the scope of this proposal. Connectivity and access will be from offshore and from the on-site personnel. These will include.
 - TCP/IP and FTP access to all applications, database servers, database and other software
 - Any other hardware, software and access as needed to fulfill future requirements.
4. Patni is not responsible for any performance benchmarks and/or issues related to the implementation of the products on customer's identified implementation system
5. Patni's responsibility during warranty will be limited to only rectifying errors resulting from the development activity. Patni will not be responsible for making any functional or other enhancements to the developed product(s)
6. Network Computing Lab will not modify any of the delivered programs during warranty without mutual consent between Network Computing Lab and Patni
7. While Patni will be responsible for "fixing" all bugs reported only during the 30 calendar day warranty, the stipulated warranty period will be deemed to be completed when:
 - All P0 bugs reported during the 30-calendar day warranty are fixed
 - 98% of all P1 bugs reported during the 30-calendar day warranty are fixed
 - 90% of P2 bugs reported during the 30-calendar day warranty are fixed
 - 80% of P3 bugs reported during the 30-calendar day warranty are fixed.
8. All documentation (user as well as control documents) to be provided by Patni at various stages of the project in manuscript form in English that will be technically complete and presentable. Publication of these documents and distribution to appropriate users of the documentation will be Network Computing Lab's responsibility
9. The price quotation assumes that Patni and customer will respectively bear the costs of all reasonable and controlled communications (e-mail, fax, telephone, etc.) and shipments for project related activities and materials initiated by each of them

10. The project plan and activity schedule requires, wherever applicable, reviews, approvals, and sign-off by customer at various stages of the projects
11. The general terms & conditions described here will be incorporated into an appropriate fixed-price contract for the development project after the approval of this proposal.

Dispute Resolution

In event of disagreement between Network Computing Lab and Patni as to the performance of the work, or the interpretation, application, or administration of the terms of agreement of this contract, Network Computing Lab and Patni shall make all reasonable efforts to resolve all disputes and claims by negotiations and agree to provide, without prejudice, open and timely disclosure of relevant facts, information and documents to facilitate these negotiations.

Appendix A - CHANGE REQUEST FORM

Request No :	Date :
Priority :	(Urgent, High, Medium, Low) :
Customer Name :	Contact Name :
Project Id :	Project Manager :
Project Name :	
Initiated By :	

Change required

Reasons

Effort and Impact

Affected Modules and Documents :

Decision :

Approved / Not Approved :
By :
Date

Appendix B - CUSTOMER SATISFACTION SURVEY FORM

Patni Customer Satisfaction Survey Form							
Customer Name:							
Project Id & Title:							
Patni Project Leader:							
Patni Project Manager:							
Customer Manager:							
Please indicate your level of satisfaction with our recent project work.							
Key:							
5 - Exceeded Expectations							
4 - Met Expectations							
3 - Short of Expectations							
2 - Substantially Short of Expectations							
1 - Disastrous							
I	Quality & Reliability of Service						
1	Adherence to project schedule	1	2	3	4	5	N/A
2	Quality of delivered work (in terms of errors, conformance to agreed standard, completeness of functionality etc)	1	2	3	4	5	N/A
3	Quality and complete ness of documentation	1	2	3	4	5	N/A
4	Skills and problem solving capability of the team	1	2	3	4	5	N/A
II	Project management and Communication						
1	Effectiveness of project monitoring and escalation of problems	1	2	3	4	5	N/A
2	Quality of project communication	1	2	3	4	5	N/A
III	Responsiveness						
1	Effectiveness of change control procedure used	1	2	3	4	5	N/A
2	Organizational responsiveness to unanticipated project situations	1	2	3	4	5	N/A
IV	Productivity & Cost Effectiveness						
1	Productivity level of the project team	1	2	3	4	5	N/A
2	Cost effectiveness of the project	1	2	3	4	5	N/A
V	Overall level of your satisfaction with the Project						
		1	2	3	4	5	N/A
VI	Any other comments you would like to make:						