



COMMISSIONERS COURT
COMMUNICATION

COURT ORDER NUMBER _____

PAGE 1 OF 16

DATE: 11/5/2024

SUBJECT: RFP NO. F2024172 - ANNUAL CONTRACT FOR SAP MANAGED SERVICES - INFORMATION TECHNOLOGY - VARIOUS VENDORS - PER CONTRACT TERMS

COMMISSIONERS COURT ACTION REQUESTED

It is requested that the Commissioners Court award RFP No. F2024172, Annual Contract for SAP Managed Services, for Information Technology, to the following vendors at the per contract terms and approve contract.

Primary Anand Pag Inc.
Secondary Techyon Technologies, LLC

BACKGROUND

Notice of the County’s intent to bid was advertised in local newspapers, as required by State statute, and posted on the Internet, the Arlington Black Chamber of Commerce, the Fort Worth Hispanic Chamber of Commerce, the Fort Worth Metropolitan Black Chamber of Commerce, and the Tarrant County Asian American Chamber of Commerce. One thousand two hundred forty-eight (1248) vendors were contacted and requested to participate in this proposal process. All documents pertaining to this RFP were posted on the Tarrant County website and were downloaded by interested parties. A pre-proposal conference held on August 13, 2024, was attended by fifteen (15) vendors as well as representatives from Information Technology and Purchasing. Eleven (11) proposals and eleven (11) no-bids were received.

Proposals were evaluated by Information Technology and Purchasing representatives. Evaluations were based upon the criteria and processes set forth in the RFP.

A Best and Final Offer was then requested from the highest scoring vendor which resulted in no reduction in the total price.

The proposal received from the vendors listed above meet all specifications and are acceptable to Information Technology.

The term of the contract is twelve (12) months, effective November 5, 2024, with two (2) options for renewal periods of twelve (12) months each.

The purpose of this contract is to obtain dedicated resources for SAP projects and support initiatives on a monthly fixed-fee basis, as well as as-needed, occasional support on an hourly rate basis. The awarded firm will partner with internal IT resources to provide support for daily operational SAP-related activities including mentoring, training, configuration, enhancements, and the introduction of new functionality.

SUBMITTED BY	Purchasing	PREPARED BY:	Elaine Johnson, CPPB
		APPROVED BY:	Christopher Lax, CPSM, CPSD, CPCP



COMMISSIONERS COURT COMMUNICATION

REFERENCE NUMBER: _____ DATE: 11/5/2024 PAGE 2 OF 16

Therefore, it is the joint recommendation of Information Technology and Purchasing that RFP No. F2024172, Annual Contract for SAP Managed Services, be awarded to the vendors listed above at the per contract terms.

The contract is attached for approval and signature. The Criminal District Attorney's Office reviewed this contract as to form.

FISCAL IMPACT

Services are provided and invoiced at a fixed monthly fee of \$39,000.00. Funding is available in account 10000-2025 General Fund/1810410000 IT Application Development and Support/569011 Professional Services.

RFP No. F2024172 Annual Contract for SAP Managed Services

Evaluation Criteria	Primary Award		Secondary Award				
	Max Point Value	Anand Pag Inc. Irving, TX HUB - Yes CO-OP - Yes	Tachyon Technologies, LLC Southlake, TX HUB - No CO-OP - Yes	Avvale Inc. Denver, CO HUB - No	Brains Technology Solutions Inc. Frisco, TX HUB - No	Genius Business Solutions, Inc. Moline, IL HUB - Yes	IT Resonance Inc. Naperville, IL HUB - Yes
Qualifications and Experience	300	205	193	170	108	190	210
Response to Requirements	250	165	156	159	90	155	171
References	100	100	45	33	62	97	91
Price	350	334	350	108	82	77	140
TOTAL	1000	804	744	470	342	519	612

No-Bids: Gill Digital Services, LLC, Aspire HR, Inc., CSI Leasing, Inc., 3-C Technology LLC, Communication Concepts, Hypertec USA Inc., CW Print Services Inc., Green Light Group Tours, Design Werks, Olivares Electric of El Paso, LLC, Supreme Garage Door LLC

RFP No. F2024172 Annual Contract for SAP Managed Services

Evaluation Criteria	Max Point Value	Miracle Software Systems, Inc. Novi, MI HUB - Yes	Phoenix Business Consulting Sarasota, FL HUB - No	S2integrators LLC Atlanta, GA HUB - No	Sage Group Technologies, Inc. Hazlet, NJ HUB - Yes	SITA Corp. Somerset, NJ HUB - Yes
Qualifications and Experience	300	105	233	183	213	118
Response to Requirements	250	83	174	140	164	98
References	100	58	56	100	93	30
Price	350	217	130	165	217	217
TOTAL	1000	463	593	588	687	463

No-Bids: Gill Digital Services, LLC, Aspire HR, Inc., CSI Leasing, Inc., 3-C Technology LLC, Communication Concepts, Hypertec USA Inc., CW Print Services Inc., Green Light Group Tours, Design Werks, Olivares Electric of El Paso, LLC, Supreme Garage Door LLC

SAP Application Management Services

Tarrant County

Anand PAG Inc., Statement of Work



Contents

Executive Summary2

Key individuals in the Engagement.....3

 Team Composition.....4

 Locations of Teams5

Engagement Approach5

Initiation.....5

Monitoring5

Operations5

Optimization5

 Application Maintenance Life Cycle5

Knowledge Base.....6

Team Collaboration.....6

Issue Resolution.....6

RCA6

Team Education.....6

 Our tools.....6

 Shared Support Model6

 Team Availability.....6

 Service Level Agreement7

Assumptions7

 Work Plan8

Reporting.....8

Fees9

Executive Summary

Tarrant County TX – IT Division would like to manage its current and future SAP applications, using expertise of qualified Firm(s) able to provide Professional Service – Application Managed Services (“AMS”).

The following proposal outlines our understanding of similar SAP® Landscape as Tarrant County Systems, Applications, Scope and expectations of The Tarrant County.



Key individuals in the Engagement

Principal – Finance and Controlling Professional

An SAP® Certified and highly motivated professional with 30+ years in design, configuration and supporting FI/CO business processes across multiple verticals. Holds an MBA from Western Michigan University in addition to being a Certified SAP® FI CO Consultant, Certified Information Systems Auditor ISACA, Certified Project Manager PMP, and a member of Chartered Accountants of India. Has extensive experience working with external Tax Software like BSI Tax for HR, Vertex for Sales and Procurement Tax configuration.

Lead – MM/Operations Support Professional

Has over 15+ years' experience in Purchasing and Material Operations and Accounting in SAP® Systems. He also has extensive experience in architecting and delivering SAP Material Management Solutions with focus on Purchasing, Warehouse Management, Inventory Logistics, RF transactions, SNC, Supplier Portal Procurement, Ariba and Shipping.

He worked in a variety of projects at clients from industry verticals like manufacturing, utilities, chemical, agri-business, etc.

Lead QM / EAM Professional

Has over 14+ years of experience in SAP Production operations and Quality Management processes. He also has extensive experience in architecting and delivering SAP Quality Management Solutions integrated to Materials, Production Planning, and Plant Maintenance with key focus on quality planning, notifications and inspection execution.

Holds Masters in Computer Application Engineering. He is adept in ASAP, Agile Scrum and Waterfall methodologies for SAP projects. Well versed with business case development, blue printing, fit-gap analysis, configuration, process modeling, and data governance.

BI/BOBJ and Analytics Professional

SAP® Certified professional with over 16 years of experience in Business Intelligence & Business Warehousing (BI/BW), SAP BW on HANA, SAP MDM and SAP Analytics Cloud (SAC). Trained and Certified by SAP in SAP NetWeaver 7.0 - Business Intelligence and ETL framework. Trained by SAP in MDM and BO Crystal Reports. SAP® ACL for Analytics.

Worked on multiple industries like Manufacturing, Retail and Telecom Industries.

SAP® Basis and Systems Professional

SAP® Certified Professional with over 25 years and a demonstrated history of working in the information technology and services industry. Skilled in SAP Application Lifecycle Management, Business Process Management, SAP® Solution Manager, Netweaver, HANA and SAP Implementations, Maintenance. He has been instrumental in managing project to migrate over 200 systems from on-prem to cloud (GCP).



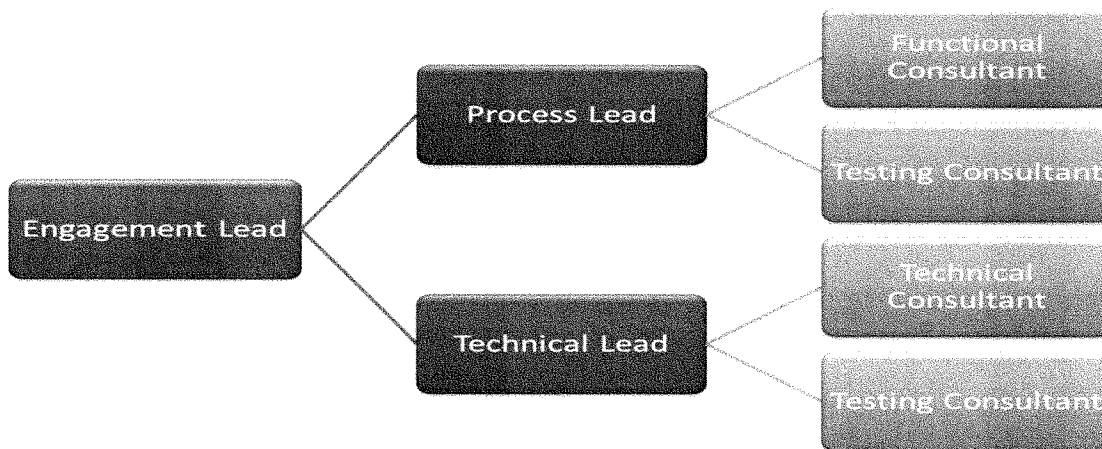
SAP® SuccessFactors Lead Professional

SuccessFactors certified lead professional with over 12 years' experience in SAP® HCM, SuccessFactors Employee Central, Recruitment (RCM), Performance Management (PMGM) and Peoples Reporting. He has implemented and Maintaining SuccessFactors system with Onboarding/Offboarding solution integrating with SAP® HCM and SAP® Fiori. **Testing and Application Stability Professionals**

Certified testing professionals to perform testing/documentation of bug fixes and enhancements to maintain application stability. Our team is certified in various testing tools like HP ALM, Service Now etc.

Team Composition

We at Anand believe in customer success through teamwork. Every issue identified during operations are assigned to individuals in Customer / Internal Incident Management System. All the issues will be monitored from initiation to closure.



Engagement Lead

All incidents are monitored by Engagement Lead from initiation to closure. Daily triage of all incidents will be conducted by Engagement Lead. Engagement Lead is also responsible to monitor incidents adherence to SLAs.

Process Lead / Technical Lead

Customer Business Process owner may assign the incident to a Process Team / Technical Team which is in turn assigned to a Process Lead / Technical Lead.

Functional Consultant

Functional Consultant will be responsible to address / fix any functional issues in the system and documenting the fix process as per customer documentation procedures.

Technical Consultant



Technical Consultant will be responsible to address / fix and technical issues and documenting the fix process as per customer documentation procedures.

Testing Consultant

Upon fix from Functional / Technical Consultant, Testing Consultant will complete Unit testing and document test results.

Locations of Teams

Anand PAG has 3 locations in the US and will support the engagement from one of the offices. All team members are in the United States and eligible to work legally. Current work location and team composition for members identified for this engagement will work from any of the 3 locations or contiguous 48 states in the US.

Engagement Approach

Initiation

Engagement will be initiated with detailed Kick-Off from Tarrant Business and Technical teams to align with the expectations for the Scope of Work.

Phase	Anand PAG Team	Business / Partner Team	Actions / Deliverables	Duration
Plan and Define	Engagement Lead Functional Leads Technical Leads	Business Leads Business Partner Team	Understand Incident Tracking Process Identify Business / Technology teams Functional and Technical Document Repository Review Existing Reports	1 Week

Monitoring

Draw up and document steps to monitor systems and processes for incidents.

Operations

Address Incidents adhering to SLAs to fix / provide solution.

Conduct daily triage to ensure Incidents are being addressed as per SLA.

Optimization

Document steps to avoid similar incidents in future.

Application Maintenance Life Cycle

Application Management Services engagement is successfully delivered with:

- Experienced pool of resources in each workstream.
- Continuously updated knowledge base of Systems, Processes and People.
- Cross-Project team collaboration.



- In-depth RCA and documentation to eliminate inefficiencies.
- Engaging customer at right steps of the life cycle to enable process efficiency.

Knowledge Base

Issue identification / classification is assigned researching existing knowledge base. Teams/individuals are assigned for identified issues.

Team Collaboration

Issue is discussed with other functional and technical teams to avoid any conflicts during resolution.

Issue Resolution

Issue resolution is performed by experts in SAP® Systems and Processes

RCA

A detailed Root Cause Analysis for each identified issue is documented.

Team Education

Issue Identification / Resolution and RCA are discussed in detail with the team and if necessary, resolution techniques, tools and tips are documented in Knowledge Base

Our tools

We have been successful in managing and large-scale systems and applications for customers, devising proven templates for:

- Methodologies and Software Development Life Cycle Management
- Online documentation for Team Support
- Defect Tracking Tools
- Continuous Collaboration Tools to all stakeholders

Shared Support Model

Current engagement will be delivered in a Shared Support Model. A team of individuals is assigned to the Customer for the period of Contract (with exception of unforeseen employee turnover).

Individual / team once assigned to a task will remain dedicated till the completion of the task / issue

This is less expensive than dedicated support model where teams are dedicated over the complete period of engagement.

Team Availability

All the functional and technical team members shall be available for addressing any incidents from Customer. Following table illustrates typical availability.

Role	No. of Resources	Availability
Engagement Manager	1	8am to noon CST M-F
Service Delivery Functional	5	8am till 5 pm CST M-F
Service Delivery Technical	8	8am to 5pm CST M-F



Service Level Agreement

All response times in managing incidents shall adhere to the following SLAs

Incident Id	Incident Priority in Ticketing System	Initial Response Time	Solution / Workaround Time*	% Adherence
P1	Very High	20 minutes	8 Hours	95
P2	High	2 Hours	12 Hours	90
P3	Medium	4 Hours	40 Hours	90
P4	Low	16 Hours	80 Hours	90

Assumptions

Customer provides System Access to all the Systems involved, for the personnel responsible to resolve the tickets.

Systems are available for the whole duration of the SLA.

Ticketing System (service now) access will be provided by Customer. Optionally, Customer may choose to log / track tickets in Anand Ticket Tracking System JIRA.

Users are provided with appropriate access (Firefighter Ids etc.)

SLAs are subject to following limitations:

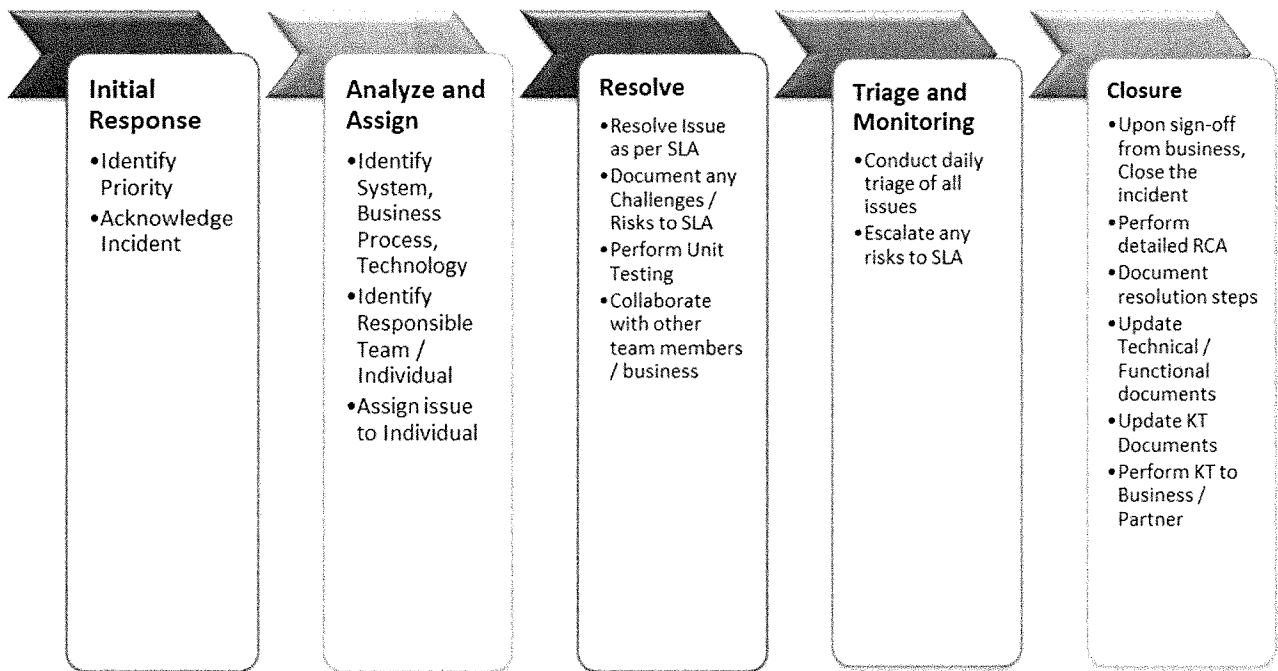
- Solution Times provided are based on our experience with SAP Customers of similar size as the Tarrant County SAP Environment.
- Initial Response Time / Solution Time will have to be agreed upon before engagement start.
- Solution Time SLA is deemed as met if actual fix is provided or an agreeable workaround is provided within the time. Solution Provider and Customer will work on agreeable timeframe to provide a permanent fix before the Incident is closed.
- If customer changes priority of a ticket, Service Level Response times will start from the time the status is changed.
- Solution Time / Workaround Time starts from Incident status changes from "Created" to "In Process."
- If Customer Action is required for an incident, Incident status will be set to "Customer Action" and Incident Solution Time Clock stops. Solution Time Clock resumes once Incident is set to "In Process" again.
- Incident may be put "On Hold" status when:
 - Returning ticket to Customer for additional action
 - Returning ticket to Customer for Solution Approval
 - Incident resolution depends on third party (SAP, Ariba etc.) information / action.
- SLA is applicable only when:
 - A ticket is classified as "Incident."
 - Issue occurs in Production System
 - Ticket priority is set in accordance with priority definitions.



- Issue is reproducible and Step-by-Step instructions are provided as part of the ticket.
- Data used to reproduce the issue is provided.
- Users responsible for ticket are available within the SLA timeframe.
- In case of force majeure and other incidents not in control of Proposer which prevent a smooth and uninterrupted resolution process, Solution Time will not be applicable until normal operations can be re-established.

Work Plan

Anand will engage its team members to Service Desk and Service Delivery for each Technical and Functional team. Adhering to SLAs, resolution shall be delivered as follows:



Reporting

Anand PAG will provide business with reports periodically to monitor progress of incident resolution, triage results and RCS results.

Report	Description	Target Audience	Frequency	Mode
Triage Update	Snapshot of Incidents by Functional area, Resolution Status, Responsible Person, Risks and Challenges	Business Process Owners	Weekly	Email



Realtime Incident Tracking	Tarrant's Ticketing System for Ticket Monitoring	Business Process Owners Technical Leads	On Demand	Report
Monthly Customer Report	Provide Business with Information regarding: <ul style="list-style-type: none"> • Services Provided • Recommendations for Improvement • Incident Snapshot • Application Break-down • Effort Accumulation 	Business Leadership	Monthly	Report / Presentation

Fees

The proposed support shall be delivered on a fixed fee of \$39,000.00 per month to be billed to Tarrant County on a monthly basis in accordance with the Texas Prompt Payment Act, within thirty (30) days of receipt of invoice.


TARRANT COUNTY

Signature

Name (please print)

Title (please print)

Date

ANAND-PAG INC. 

Signature

RAMA YENAMANDRA

Name (please print)

PRESIDENT, CEO

Title (please print)

10/15/2024

Date

10152024

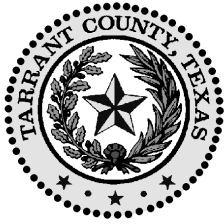
APPROVED AS TO FORM:

CERTIFICATION OF
AVAILABLE FUNDS: \$ _____

Kimberly Colliet Wesley
Criminal District Attorney's Office*

Tarrant County Auditor

*By law, the Criminal District Attorney's Office may only approve contracts for its clients. We reviewed this document as to form from our client's legal perspective. Other parties may not rely on this approval. Instead those parties should seek contract review from independent counsel.



TAKINGS IMPACT ASSESSMENT CHECKLIST

Complete this form for any county action that involves the adoption of a regulation, policy, guideline, court resolution, or order.

Project/Regulation Name: RFP NO. F2024172 - ANNUAL CONTRACT FOR SAP MANAGED SERVICES - INFORMATION TECHNOLOGY - VARIOUS VENDORS - PER CONTRACT TERMS

County Department: PURCHASING

Contact Person: Melissa Lee, C.P.M., A.P.P.

Phone Number for Contact Person: (817) 884-3245

Type of TIA Performed: SHORT TIA or FULL TIA. Circle one after answering the questions in Sections II and III below.

I. Stated Purpose

Attach to this checklist an explanation of the purpose of the regulation, policy, guideline, court resolution, or order.

Note: The remainder of this Takings Impact Assessment Checklist should be completed in consultation with the Criminal District Attorney's Office.

II. Potential Effect on Private Real Property

1. Does the county action require a physical invasion, occupation, or dedication of real property?

Yes _____ No √

2. Does the county action limit or restrict a real property right, even partially, or temporarily?

Yes _____ No √

If you answered yes to either question, go to Section III. If you answered no to both, STOP HERE and circle SHORT TIA at the top of the form.
