



COMMISSIONERS COURT  
COMMUNICATION

COURT ORDER NUMBER \_\_\_\_\_

PAGE 1 OF 16

DATE: 11/19/2024

**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

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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 \$39,170.00. 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.<br>Irving, TX<br>HUB - Yes<br>CO-OP - Yes | Tachyon<br>Technologies, LLC<br>Southlake, TX<br>HUB - No<br>CO-OP - Yes | Avvale Inc.<br>Denver, CO<br>HUB - No | Brains<br>Technology<br>Solutions Inc.<br>Frisco, TX<br>HUB - No | Genius<br>Business<br>Solutions, Inc.<br>Moline, IL<br>HUB - Yes | IT Resonance<br>Inc.<br>Naperville, IL<br>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

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| Price                         | 350             | 217                                               | 130                                               | 165                                    | 217                                                | 217                               |
| <b>TOTAL</b>                  | <b>1000</b>     | <b>463</b>                                        | <b>593</b>                                        | <b>588</b>                             | <b>687</b>                                         | <b>463</b>                        |

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SAP Application Management Services

Tarrant County

Anand PAG Inc., Statement of Work



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## 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.



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## 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).



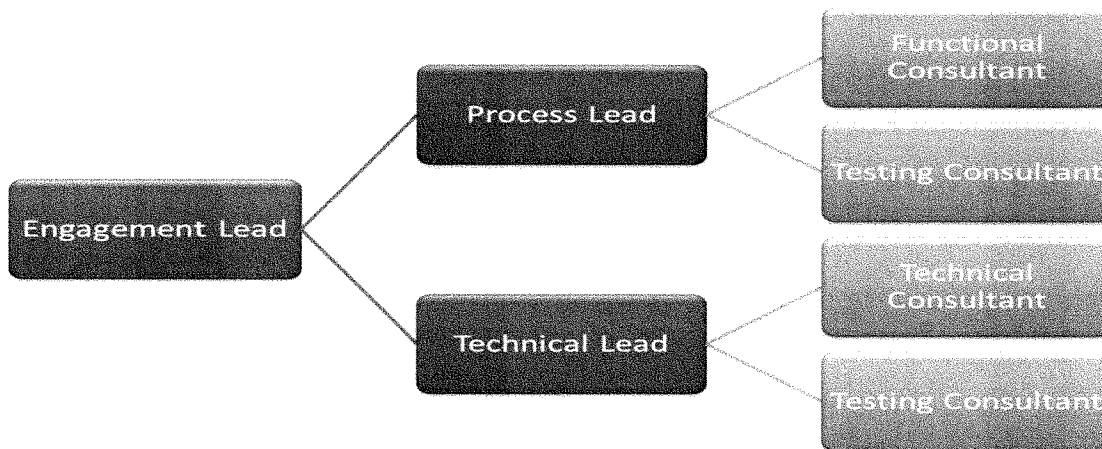
## SAP® SuccessFactors Lead Professional

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<br>Functional Leads<br>Technical Leads | Business Leads<br>Business Partner Team | Understand Incident Tracking Process<br>Identify Business / Technology teams<br>Functional and Technical Document Repository<br>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:

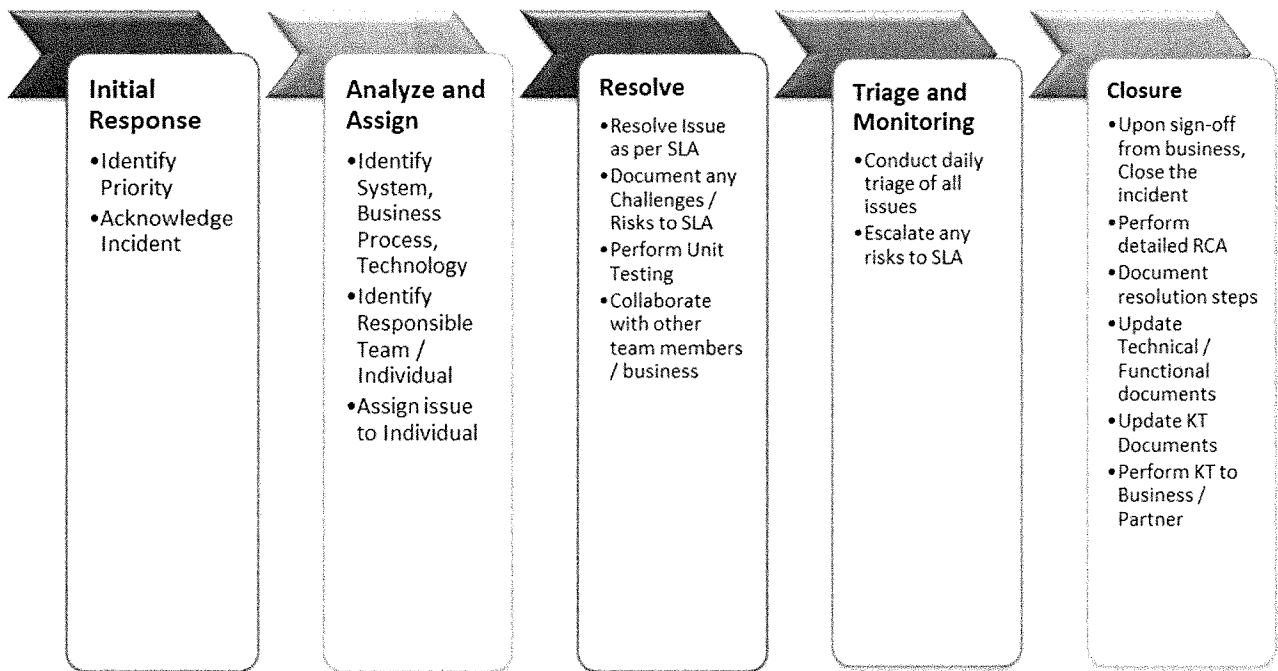
- Solution Times provided are based on our experience with SAP Customers of similar size as the Tarrant County SAP Environment.
- Initial Response Time / Solution Time will have to be agreed upon before engagement start.
- Solution Time SLA is deemed as met if actual fix is provided or an agreeable workaround 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"> <li>• Services Provided</li> <li>• Recommendations for Improvement</li> <li>• Incident Snapshot</li> <li>• Application Break-down</li> <li>• Effort Accumulation</li> </ul> | 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

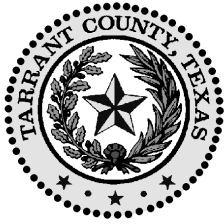
APPROVED AS TO FORM:

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.

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CO# 144259



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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).



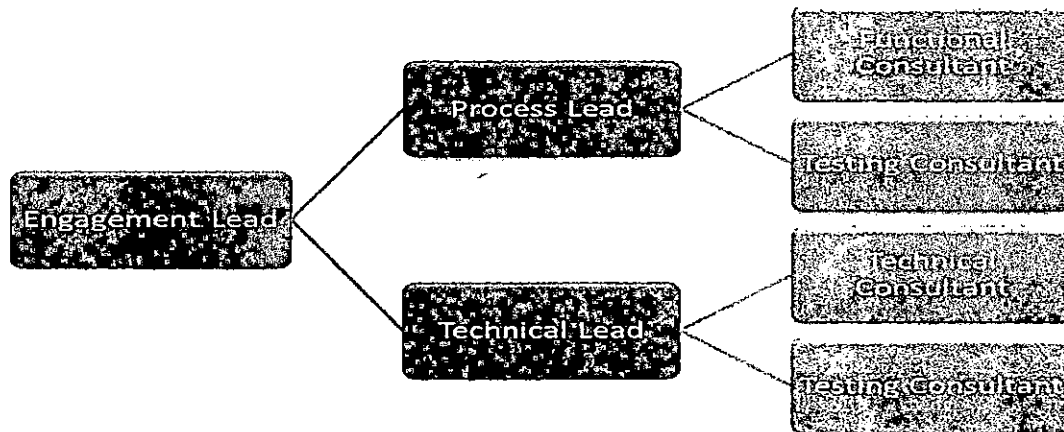
## SAP® SuccessFactors Lead Professional

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/<br>Partner Team               | Actions / Deliverables                                                                                                                                  | Duration |
|-----------------|--------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Plan and Define | Engagement Lead<br>Functional Leads<br>Technical Leads | Business Leads<br>Business Partner Team | Understand Incident Tracking Process<br>Identify Business / Technology teams<br>Functional and Technical Document Repository<br>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:

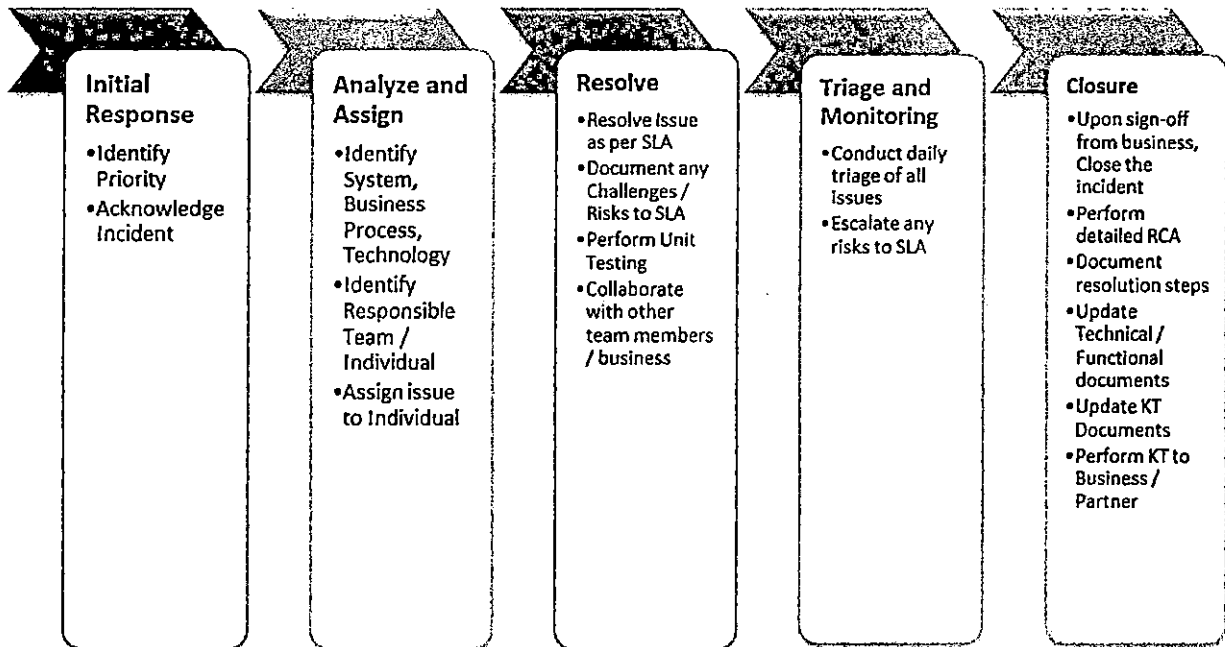
- Solution Times provided are based on our experience with SAP Customers of similar size as the Tarrant County SAP Environment.
- Initial Response Time / Solution Time will have to be agreed upon before engagement start.
- Solution Time SLA is deemed as met if actual fix is provided or an agreeable workaround 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<br>Technical Leads | On Demand | Report                |
| Monthly Customer Report    | Provide Business with Information regarding: <ul style="list-style-type: none"><li>• Services Provided</li><li>• Recommendations for Improvement</li><li>• Incident Snapshot</li><li>• Application Break-down</li><li>• Effort Accumulation</li></ul> | 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.

RFP No. F2024172 - Annual Contract for SAP Managed Services - Information Technology -  
Various Vendors - Per Contract Terms

**SIGNED AND EXECUTED** this <#SignedAndExecutedDay#> day of  
<#SignedAndExecutedMonth#>, <#SignedAndExecutedYear#>.

**COUNTY OF TARRANT**  
**STATE OF TEXAS**



## 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.

\*\*\*\*\*

10152024

APPROVED AS TO FORM:

Kimberly Colliet Wesley  
Criminal District Attorney's Office\*

CERTIFICATION OF  
AVAILABLE FUNDS: \$ 468,000.<sup>00</sup>

Kimberly M. Buchanan  
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.

RFP No. F2024172 - Annual Contract for SAP Managed Services - Information Technology -  
Various Vendors - Per Contract Terms

**SIGNED AND EXECUTED** this 25 day of November, 2024.

**COUNTY OF TARRANT  
STATE OF TEXAS**

A handwritten signature in black ink that reads "Tim O'Hare". The signature is written in a cursive style with a long horizontal line extending to the right.

Tim O'Hare  
County Judge  
11/25/2024