Customer: TEK Systems

Scope of Work

The selected vendor will be expected to:

- Support enhancement and ongoing maintenance of an enterprise financial system
- Assist with system configuration, testing, and documentation
- Provide functional and technical advisory services on an as-needed basis

System Environment

- The system is based on a **commercial off-the-shelf ERP solution**
- The environment includes development, test, and production instances
- Integration exists with external reporting and data management tools

Functional Support Requirements

The vendor should be capable of supporting:

- General Ledger and Budget Management
- Accounts Payable and Accounts Receivable
- Asset Management and Financial Reporting
- Period-end and year-end financial close activities

Technical Support Requirements

The vendor shall:

- Provide application configuration and minor customizations
- Support system upgrades and patching activities
- Assist with interface troubleshooting and data validation
- Follow standard change management and release processes

Advisory Services

The vendor may be requested to:

- Conduct system assessments and gap analyses
- Recommend process improvements and best practices
- Assist with roadmap planning for future enhancements
- Provide guidance on reducing system complexity

Resource Requirements

Proposals should identify:

- Key roles such as Project Manager, Functional Consultant, and Technical Consultant
- Experience level of proposed resources
- Availability and resource substitution approach

Deliverables

Expected deliverables may include:

- Project plans and status reports
- Functional and technical documentation
- Test scripts and execution results
- Knowledge transfer materials

Engagement Model

- Work will be assigned through individual task orders
- Tasks may be fixed-price or time-and-materials
- The vendor must be able to scale resources up or down

Vendor Experience (Practice Requirement)

The vendor should demonstrate:

- Experience with ERP or financial system projects
- Experience supporting multi-department or enterprise systems
- Familiarity with structured implementation methodologies

Compliance and Governance

The vendor shall:

- Follow defined project governance and approval processes
- Comply with confidentiality and data protection requirements
- Participate in regular project status and review meetings