Proposal for the Development & Implementation of a Corporate Intranet Portal
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Introduction

Softron is pleased to present this Statement of Work to KPMG, with respect to the development and implementation of a corporate intranet web application.

This Statement of Work describes the tasks to be performed by Softron for KPMG towards the successful implementation of the intranet application. It defines the effort required for the design, engineering development, fabrication, and test of a prototype of the project name System for the Demonstration and Validation Phase. It includes the associated program management, human engineering, and logistic support planning requirements.

Background

KPMG is a global network of professional firms providing Audit, Tax and Advisory services. We operate in 144 countries and have over 6,700 partners, 76,000 client service professionals, and 21,000 administration and support staff working in member firms around the world.

KPMG West Africa is one of the leading providers of advisory services to companies in the sub region. KPMG has a long and successful track record development and advisory work in Ghana.

KPMG brings all the expertise of its large, experienced, and diversified human resources to the firms services. KPMG want to be seen as outstanding professionals working together to deliver value.

The nature of the advanced and complex work done by KPMG means that a large volume of information is generated in the form of electronic documents. The company recognizes the need for an intranet system which will help to organize and most importantly help make information easily available.

KPMG Ghana requires the web development services for the implementation of an intranet system for use by its Accra office. It is interested in installing an intranet solution that would help manage and deliver information to its staff.
To the above mentioned end, KPMG has requested Softron to submit a proposal about building the intranet information distribution system.

This proposal is based on our understanding on the requirements of KPMG, and also based on the research we have concerning the application and maximization of benefits of an intranet.

The proposal includes details of the engineering procedures that we will follow and the resources we will require to make this a successful venture.
How we understand your problem.

KPMG wants a company-wide software and information distribution system that uses intranet tools and technology. Our discussion with Mr. Kobena Ocansey revealed that the company generates a large volume of information and is seeking an improved way of disseminating it to staff. We discussed for a short time, a similar system implemented by a KPMG office in the United Kingdom. We trust that before commissioning this project, you will have informed yourselves on the benefits of an Intranet; that you have asked these questions of organization:

- How much time do you spend finding and digesting information?
- How much time do you spend responding to requests for information from other staff and/or clients?
- How many of these responses do you feel could be delivered in a more formal, repeatable manner?
- Where do you currently acquire your knowledge? Is it from other colleagues, print, the intranet, external resources?
- How do you rate the organization in relation to its ability to deliver to staff the practical knowledge you need to do your job effectively.
- Do you feel the organization effectively communicates important strategic issues to staff?
- What level of trust do you place in print, person-to-person, and intranet communication?
- How would you rate print, person-to-person, and the intranet in relation to their ability to help staff find the right information quickly?

The above questions will help your organization to establish a more comprehensive business case to support the implementation of the intranet web application. They will also help to better organize your intranet so that it serves a more beneficial purpose to your employees.

Our solution for your requirements as stated in this proposal will revolve around how to implement your resolution after you have answered the questionnaire above.
Solution Objectives and Scope

The important objectives that need to be achieved is to assist KPMG to successfully implement an intranet information distribution system according to their needs.

The scope of our involvement in this project will be:

- Project Management
- Gathering and analyzing requirements to ensure that they are met
- Developing the Software according to the needs of KPMG
- Advisory services focused that will focus on assisting KPMG to maximize the benefits of the intranet.
- Training in the implementation and self maintenance, and general use of the web application.

Limitations of our involvement

Softron shall not be responsible for any problems involving the parts of the solution which is outside the scope of our involvement. These include network security, hardware reliability, and third party applications that will interact with the intranet application.

While our scope of work will not extend beyond what we mention in this proposal, we would be pleased to know of any other means in which we may assist you.

Softron Services

This undertaking will require Softron to provide the following services:

- Gathering the requirements of KPMG
- Developing an information distribution architecture based on KPMGs plan
- Developing a suitable intranet web application
- Configuring your hardware and installing the application on your hardware
- Assisting KPMG to measure the usage statistics of the intranet
KPMG Responsibilities

KPMG shall be responsible for:

- The content that will be distributed by the intranet web application
- Providing the information distribution architecture plan that will guide how the content will be shared; taking into account the workflow, security, and publishing standards that KPMG wishes to employ
- A server computer with specifications:
  - Microsoft SQL Server 2005 (The application will be distributed with free MS SQL Express)
- The company artwork, such as logos and colour scheme
- Assigning staff to provide the information needed to accomplish the project
- The running of the application after its installation
Our Qualification and Experience

Softron Limited

Softron is a provider of software development and consulting services on the Microsoft platform. The solutions we build help our customers reduce costs and take advantage of new business opportunities.

We deliver technical depth and business understanding to help clients use Microsoft technologies to solve business problems. Our technical solutions often fall into more than one of our core competencies:

Application Development

We build fast, scalable, web applications that solve real business problems. Our practice uses a proven, repeatable framework with Microsoft technology to turn your vision into a tangible solution.

Performance and Scalability

Our software engineers conduct architecture reviews, load testing and stress analysis, to improve the performance, scalability, and architecture of our clients' software.

.NET Consulting

Microsoft's .NET platform links applications, services and devices to build connected solutions. To ensure that your technology investment today has the agility you need for tomorrow, leverage our knowledge to develop your technology strategy.

User Interface Design

Information technology only works if users can quickly learn it, understand it, and get the information they need when they need it. Our user-centred interface and information design practice ensures that our technical solutions meet the business needs of the people who work with it.

We are confident about our ability to combine technologies to build an effective intranet solution for KPMG.
We have listed a selection clients who have benefited from our expertise regarding software development.

<table>
<thead>
<tr>
<th>Client</th>
<th>Job</th>
</tr>
</thead>
<tbody>
<tr>
<td>Con-IMedia Ltd.</td>
<td>Development of an intranet case management tool for Funeral Homes Ltd.</td>
</tr>
<tr>
<td>SMSGH</td>
<td>SMS Messaging client software.</td>
</tr>
</tbody>
</table>
Software Proposal

Our discourse with Mr. Kobena Ocansey gave us the impression that the software will be needed for the purposes of internal communication. We discussed the various arms of KPMG and their need to publish reports, presentations, and other documents. We also understood that the intranet portal software you need should serve as a launch pad for the many applications that are used by KPMG staff in their line of work. Based on our understanding of your needs, we came out with these provisional specifications:

1. **Homepage** – The home page is comprised of many components, all of which are customizable and optional. It acts as a switchboard to the many parts of the application.
2. **Company News** – Enables users to browse and publish news items.
3. **Bulletin Boards** - Create multiple bulletin boards for announcements and notices.
5. **Documents** - Manage and search corporate and departmental documents. This includes document indexing so that the actual content of common document formats (Word, Excel, PowerPoint, PDF, etc.) can be searched. Capable of searching many gigabytes in less than a second.
6. **Policies and Procedures** - Central repository for corporate policies and procedures.
7. **Online Forms** - One centralized location for all corporate and departmental forms.
8. **Events Calendar** - Publish events, activities and schedules.
9. **Application Links** - Helpful links to other web applications that are in use within the Organization.
10. **Search** – Intelligent search feature that helps staff to locate information across the intranet application.
11. **Administration** - A secured area used by the intranet administrator for customizing the site, applications and applying and managing security.
12. **Contacts** - Share contact information with support for Importing contacts from Microsoft Outlook.
13. **Opinion Survey** – Solicit feedback from staff on company issues.
Key Software Features

Shared access to documents
Documents should be saved in a standard file format so that all employees can open files without having compatibility issues.

Controlled access
This ensures that access to certain parts of the intranet can be protected.

A sophisticated intranet will also allow for different levels of access. Top-level executives might have exclusive access while most other employees will be excluded from viewing confidential accounting and HR information. However, mid-level managers may need access to department level accounting and HR records.

The access rules will be based on your information distribution system.

Flexible organization
To avoid the problems of information overload, we will work with KPMG to ensure that the content on the intranet is best organized to enhance the speed at which KPMG employees can locate information. To do this effectively you will need to be able to control how the content in your intranet is classified.

Based on our discussion with KPMG the information will be categorized by the work function. This will further make it easier to control access to information.

Events Calendar
A centralized scheduling system ensures that employees are adequately informed. It allows meetings and events to be scheduled from a company, department and team level. When such meetings are posted, all affected personnel will be notified. Since mobile phone usage is very high, we even propose integration with an SMS gateway so that employees are immediately notified as soon as events are posted.

Message boards
Message boards allow employees to express frustrations and workout solutions. This unique forum promotes the sharing of ideas that may not occur in face-to-face discussions. It will also foster communication between departments and peer groups that might not otherwise communicate. Having
these discussions on the intranet, rather than on outside service, keeps discussions focused and positive.

**Address Book**
A comprehensive list of client, vendor and employee contact information would make a great addition to a company intranet. Not only is it easier to search through than its paper counterpart, it's also faster and less expensive to update.

With the right technology, an address book can become an important communication tool. Furthermore, messages could be sent to cell phones via SMS technology.

**Intranet Search Engine**
No matter how well things are organized, sometimes a key word search is the fastest way to find information. An Intranet Search Engine is a text field where you type in a key word and click "search." The intranet will be scanned and a list of matching results will appear within a couple of seconds.

The search function will be easily accessible, ideally available from every page on the intranet. Our search implementation will include indexing and searching through KPMG’s documents. Supported document formats will include Microsoft Office, HTML documents, and Adobe PDF formats.

**Individualization**
Sections of the intranet can be customized by individual to suit their browsing habits. A simple quick links toolbar will enable users to add their most commonly used features for easy access.
Project Plan

Our Approach
Based on the scope of our involvement, we will develop the solution in line with the following procedure:

1. **Establish Project Management Team**
   We will work with KPMG to establish a management team; two employees from KPMG and one from Softron. This management team will be responsible for measuring the output, managing complexity, and providing leadership for the project.

2. **Gather KPMG’s comprehensive requirements for the intranet application**
   We will begin with a single vision that will be provided by KPMG. This vision will provide guidance on where our efforts should take us. The vision will also help us to know what kind of information we should collect from KPMG as requirements. The requirements will be analyzed and validated by KPMG to ensure that it meets their needs. If KPMG has already documented its requirements, then this step will not be necessary as we will base our solution to the letter on KPMG’s requirements.

3. **Development of Information Distribution Architecture**
   This will involve the adaptation of the current information dissemination procedures of KPMG into forms which are applicable on an intranet application. KPMG shall be responsible for this development. We will however provide guidance on what is and what is not possible within the context of the requirements. This is particularly important because an intranet is basically about information distribution. All KPMG information related policies must be applied in the design. A data migration policy will also be determined if KPMG is currently using an intranet web portal.

4. **Design of the Software and Hardware Solution**
   The design phase will encompass procedures that are geared towards transforming the refined requirements into a form that our development team can work with. This phase will include data modelling to ensure that the right information is captured by the content management system of the intranet application. The detailed blueprint for the application will be available at the end of this phase.
5. Development of the Software
Our development team will begin developing the solution using Microsoft ASP.NET 2.0, Microsoft SQL Server 2005, and the C# Programming Language. A pre-release version of the software will be available after this phase of development.

6. Testing
The software will undergo performance testing in our development workshop to ensure that it will withstand the volume of information that will be served by it. After an acceptable performance is achieved, the application will go through quality testing on KPMG’s server to ensure that it conforms to the expectations of KPMG management. Changes will be applied where necessary. The application will then be ready for deployment.

7. Implementation and Review
The release version of the application will be deployed and configured on KPMG’s server by KPMG IT staff with guidance from Softron. The application will then undergo a review by KPMG management after one month of use. Softron will provide suggestions based on research on how best KPMG can maximize the benefits of the intranet software.

8. User Training
KPMG staff will be trained on how to use the application. IT support staff will be trained on how configure the system; Content publishers will be trained on how to put information on the intranet; and end users trained on how to use the features of the application. Specific training will also be available upon request.
Software Deliverables

Softron will deliver the following components as part of the standard installation:

- ASP.NET intranet web application
- Document indexing server.
- Configuration manual.
- Training manuals for end user training.

Softron will require that all steps in this engagement be certified by our parties to avoid any unforeseen events such as project failure.

Support

When the intranet has been fully implemented, Softron will provide maintenance and upgrades on the basis of a yet to be determined maintenance agreement.

Our facility support will entitle KPMG to email, and telephone support free of charge. Site visits will not without charge.
**Provisional Project Schedule**

The following is a tentative schedule which is subject to the specific terms of a purchase contract which may follow this proposal.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Deliverable</th>
<th>Est. time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish Management Team</td>
<td></td>
<td>1 working day</td>
</tr>
<tr>
<td>Requirements Analysis and Certification</td>
<td></td>
<td>2 working days</td>
</tr>
<tr>
<td>Information Distribution Architecture Design</td>
<td></td>
<td>2 working days</td>
</tr>
<tr>
<td>Product Design</td>
<td></td>
<td>2 working day</td>
</tr>
<tr>
<td>Product Development</td>
<td></td>
<td>20 working days</td>
</tr>
<tr>
<td>Testing</td>
<td></td>
<td>10 working days</td>
</tr>
<tr>
<td>Implementation &amp; Review</td>
<td></td>
<td>1 working days</td>
</tr>
<tr>
<td>Training</td>
<td></td>
<td>4 working days</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>42 working days</strong></td>
</tr>
</tbody>
</table>
Provisional Cost Estimate

<table>
<thead>
<tr>
<th>Service</th>
<th>Est. Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website Development</td>
<td>€9,450,000.00</td>
</tr>
<tr>
<td>Training Manual Authoring *</td>
<td>€3,000,000.00</td>
</tr>
<tr>
<td>Site Usage Statistics Reporting *</td>
<td>€3,000,000.00</td>
</tr>
<tr>
<td>Training per hour for 5 members of staff *</td>
<td>€200,000.00</td>
</tr>
<tr>
<td>Installation &amp; Deployment on KPMG Network ¹</td>
<td>€2,000,000.00</td>
</tr>
<tr>
<td>Application blueprint including source code, and design documentation. *</td>
<td>€30,000,000.00</td>
</tr>
<tr>
<td>Transport costs. ²</td>
<td>N/A</td>
</tr>
</tbody>
</table>

* - Indicates an optional component.
¹ - Full documentation of deployment procedures will be made available as part of the training manual.
² - Transport costs will be invoiced as they are incurred.

Detailed payment requirements will be detailed in a purchase contract agreement which may follow this proposal.

**Important notes**

i. Should the client engage our services, a separate purchase contract will be drawn up which among other things will detail payment terms and confirm the delivery timeline.

ii. A 25% surcharge per week will be assessed if it is required to and agreed upon to deliver the project in less time than indicated.

**Contact Information**

You may contact Softron for clarification and further information by the following means:

- Address: No 1 Oflo Close, East Legon, Accra
- Telephone: 021 507115, 020 8183783
- Email: kwadwo.seinti@softronltd.com