



TERMS OF REFERENCE FOR APPOINTMENT OF IT CONSULTANT

1. BACKGROUND

IEML, which is the unique combination of Trade Mart with Exhibition & Convention Facilities act as a centralized contact point for overseas buyers and the cottage based manufacturer exporters for conducting business has decided to go for complete digitization of its Mart Owners Accounts and to develop MO accounting portal/ERP.

2. OBJECTIVE

IEML is looking for consulting agencies or an Individual Consultant to carry out a detailed study of digitization of Mart Accounting legacy system & prepare a detailed DPR or Statement of Work/Project Scope. Ideally successful candidates or consultant from consulting agencies should have strong technical skill set, particularly the ability to analyse requirement and make informed decisions, and present it board members & senior stakeholders. Should have worked on complex enterprise software implementation/integration projects on various customer site.

3. SCOPE OF WORK

The scope of the study will comprise a –

- As Is & To Be study – study and analysis of the existing legacy system/ MO Accounting system and other business functions to have a desired digitized software system. To have one to one meetings with the concerned officers/staff at IEML to understand the requirements/output expected after digitization and its integration with other functional modules to be implemented at the later stage.
- Analyse IEML business requirements and application objectives.
- Acts as a liaison between IEML Business Team and the Agency providing service support and customer care.
- Gap Analysis – Identifying the Gaps in existing and to be functional objectives and carry the required Business Process Re-engineering (BPR) work.
- Cost-Benefit Analysis – Clearly specify business risk and return on cost of undertaking the project



- Creating and maintaining the required business Documents like SRS, change Requests, etc.
- Work cross-functionally to support development of digitisation of IEML's Marts.
- Analyse existing systems and processes and recommend User Interface (UI) designs for enhancements to improve overall operations and reduce support overhead. Introduce best practices and standards around requirement definitions and formalise sign-offs
- ERP Product & Vendor Selection – Identifying and recommending suitable ERP product(s) & vendor(s). Help management take more informed decision.
- Based on DPR or SOW engage with various ERP / Software vendors to develop this software product.
- Engage all stakeholders in Vendor & Product analysis phase and help governance board in selecting product and software vendors.
- Ensure that proposed solution aligns with IEML strategic goals and systems architecture.
- Coordinate with selected development vendor for development or customisation of their product.

Implementation– Consultant will co-ordinate all aspects of solutions delivery, including training a Delivery Team and handling the logistics, QA and financial aspects of the project.

- Leading and help formation of the core team in product implementation to achieve defined objectives. Every Mart Owner can have access to their individual account in relation to all their payments and receipts made to the organization including for sale/purchase, interest or penalty, electricity charges, maintenance charges or any other financial transaction made with the organization with respect to the mart.
- Training users of the software system developed. The above is not an exhaustive list and will include completing any other reasonable task requested by the Commercial Manager & other Senior officials, which may include tasks outside the normal scope of this position and will report to Finance and Process Controller in IEML.

4. INPUT PROVIDED BY IEML

IEML will provide all relevant information desired to execute this job.

5. EXPECTED OUTPUTS FROM THE CONSULTANCY

A detailed DPR/Statement of work/Business Documents as detailed as described above.



6. IMPLEMENTATION ARRANGEMENTS

The consultant will work in close collaboration with the Manager Commercial. S/he will report to the Finance & Process Controller. The Consultant will be required to spend some of the assignment period on-site. i.e. IEML office.

7. ASSIGNMENT PERIOD

The period of assignment is linked to the completed satisfactory DPR/SoW.

8. TERMS OF PAYMENT

Payments on step basis i.e. to be made on the established and agreed milestones.

9. QUALIFICATIONS AND EXPERIENCE REQUIRED

- Minimum 8 - 10 years of experience working an IT environment in large corporations in delivery of large scale business/technology programs.
- Minimum experience as an Implementation Consultant handling at least 3-5 ERP implementations, which include but are not limited to, setup, configuration and, if applicable, customization of the application.
- ERP implementation experience within complex, enterprise environments.
- Strong OO design, development and test skills with proven patterns knowledge, exceptional documentation skills, and the ability to communicate your thought process.
- Experience of working in financial services industry is a distinct advantage.
- Experience in AGILE project management.
- Interest and experience in a customer facing role and on-site.
- Demonstrating experience in one or more of the following competencies is essential:
 - Application Development (SDLC)
 - Financial ERP implementation (Oracle, MS Dynamics or any industry standard ERP product)



- IT Strategy & Architecture
- Technology sourcing;
- PMO and IT governance;
- Stakeholder management
- IT Sourcing, IT Process effectiveness and value
- Enterprise Intelligence/Analytics
- Business analysis in an IT environment.

Essential skills required for the role:

- Proactive with strong commercial acumen
- A natural ability to engage with people and develop successful relationships
- Ambitious and entrepreneurial with innovative ideas and an ability to “think outside the box”
- Curiosity based on genuine love of technology and solving tough technical problems
- Ability to develop strong authentic working relationships in your network that add real value
 - o Highly organized, ability to multi-task.
 - o Strong interpersonal skills, acting as brand ambassador for IEML for third party vendors.
 - o A passion for delivering an exceptional level of service.
 - o Strong administration skills and attention to detail, consistently producing high quality work.

Education:

- Diploma/Degree in Computer Science, or Engg. in Computers or Masters in Information Systems Management.
- A MBA in Finance is preferred, but not mandatory.
- PMP or Prince 2 certification – Highly preferred
- Oracle E-business Suit or SAP FI or any other ERP related certification – Highly preferred.