

PROJECT PROFILE

1. TITLE OF THE PROJECT

Preparation of Operational Guidelines for APCOS

2. CLIENT

Secretary, GAD (Services) on behalf of AP Corporation for Outsourced Services (APCOS)

3. PROJECT OBJECTIVES

The objective of this assignment is to prepare operational guidelines for APCOS, so that standardized structures and systems can be put in place for efficient and effective functioning of APCOS.

4. PROJECT SCOPE

- The scope of this assignment encompasses the following thematic areas
 - Selection and engagement of outsourced personnel
 - Gathering outsourcing requirements from the Departments
 - Invoicing, payment collections and payment of monthly remuneration to the outsourced personnel
 - Meeting the statutory obligations of the outsourced personnel
 - Any other relevant aspect related to outsourcing
- The scope of this assignment is limited to APCOS only

5. KEY STAKEHOLDERS

The key stakeholders of this project are as below.

- Outsourced personnel
- Secretariat Departments, HoDs and other Organizations of GoAP
- Top Management of APCOS
- Employees of APCOS

6. PROJECT ACTIVITIES

The following activities were carried out in order to accomplish this project objectives.

- Study Phase
 - Project Initiation
 - Study of the Mandate given to APCOS through Secondary Data Study & Consultations
 - Study of Existing Outsourcing System in GoAP through Consultations
- Guidelines Preparation Phase
 - Preparation & Submission of the Draft Operational Guidelines
 - Preparation and Submission of the Final Operational Guidelines

7. PROJECT DURATION

The project duration was 3 weeks.

8. DELIVERABLES OF THE PROJECT

The following deliverables were submitted as part of the project.

- Draft Version of the APCOS Operational Guidelines
- Final Draft Version of APCOS Operational Guidelines (after making appropriate changes based on the remarks given by the Secretary, GAD (Services))

9. KEY FEATURES / BENEFITS

The Operational Guidelines offer the following benefits / features to the key stakeholders.

- Establishment of systematic processes for engagement of the outsourced personnel, their regular monthly payment and sustained welfare measures such as EPF and ESI
- A comprehensive overview of APCOS as the Guidelines cover all the key aspects required for a new organization viz. Vision, Mission, Objectives, Outcomes, Services Offered, Client Organizations, Organization Structure and Guidelines for Key Activities
- Standardization of the operations to be carried out through APCOS
- Provision of all key business requirements for subsequent design and development of APCOS Portal
- Laying of foundation with all fundamental details of APCOS, based on which further detailed documents such as Operations Manuals can be prepared
- A proper theme-based categorization of the content and a seamless flow of the systems envisaged