

QUESTION AND ANSWERS

BID NO:
RAF/2025/00014

BID DESCRIPTION:

THE ROAD ACCIDENT FUND (RAF) SEEKS TO APPOINT AN EXPERIENCED AND SUITABLE SERVICE PROVIDER FOR SAP MAINTENANCE AND SUPPORT FOR A PERIOD OF FIVE (05) YEARS TO THE OEM (SAP AG) AND ACCREDITED PARTNERS.

ID documents for consultants – Are these mandatory? We are concerned about potential POPIA compliance issues on our side.

A: Yes.

K5 consultants – Is it required that all consultants on the project be graded K5 or higher?

A: Yes

Bucket hours – Would it be possible to procure these with an upfront payment?

A: No, RAF pays for service rendered

Performance security – Could you please clarify what this entails and the amount that is expected?

A: Above is contractual. Only the service provider that is awarded will receive a Service Level Agreement outlining the role and responsibilities of the SP and the RAF.

SCC – Kindly provide clarity on what this abbreviation stands for in the context of the bid.

A: means the Special Conditions of Contract.

p46-47, 6.2.6 – It states that proposed resource resumes must be a maximum of 3 pages, but Annexure B specifies that resumes are to be limited to one single-sided letter-sized page per the template below. Please advise whether CVs should be one or three pages long.

A: Annexure B serves as a template for the 3 pages.

In case of a Consortium, must all partners be certified/accredited SAP Partner?

A: No. If one or more partners in the consortium are accredited it is fine. Considering the roles and responsibilities of the accredited partner.

What is the TO-BE landscape strategy from the system, application, version details point of view? Would it be SAP RISE Private Cloud or SAP S/4HANA on AWS Cloud?

A: Brownfield migration of RAF's SAP Landscape to SAP S/4HANA Private Cloud.

Please share the no of users working for each application/ module/ skills wise in the existing landscape?

A: (ECC 3155 HR, SCM, FACILITY, LOGISTICS, FINANCE, TREASURY, PAYROL, ADMINISTRATORs), GRC 59, BW 60, PO 59

Can you please share the volumetrics or ticket dump to analyze the tickets category, priority, type of tickets etc.?

A: Note the attachments

Can you please confirm the functionalities / skills / modules in SAP FICO like Fixed Assets, Leasing etc?

A: FI has GL, AP, AR, Assets, Banking and CO has Cost Center Accounting and Profit Center Accounting, and Internal Orders. This is for RAF neh. There are other modules which are not used in RAF.

Can you please share the level of customization in the existing landscape or no of custom objects that need to be considered for the support services?

A: Mostly HCM and partly Treasury

Can you please elaborate on the requirements of "maximum of 960 hours per month" to be proposed here, as we can see there are multiple modules support involved for which we need to consider the minimum team strength for the support services team formation, hence need to understand the capacity cap to plan the team estimates accordingly?

A: Maximum hours for all modules

Do you have the split of the 960 hrs / month for each of the application / module wise? There is a 24*7 Support Requirement and all the modules are listed. We believe RAF would need more than 6 Resources or 960 Hours per month (960 Hours / 160 Hours - 6 hours) for the Support

A: Bidders can provide that in their proposals

Please share the existing landscape and integration to understand the functional and technical aspects?

A: Note attachments

What are different sources which are feeding data to SAP BO and SAP BW, BODS

A: ECC and MS SQL, informix and oracle

Any non-SAP sources feeding data to SAP BO and SAP BW, BODS ? If yes please provide technical and content details.

A: MS SQL, informix and oracle

Can you please share the SAP BO, BW - reports, users, tickets volumetric/month?

A: Note attachments

Any transformation/ upgrade is planned in terms of SAP BO we see SAC implementation in scope is BO going to get sunset post SAC implementation?

A: yes, BO to be decommissioned

What would be the preferred operating model for the support services, onsite-offshore or something else.

Please share the onsite / offshore / nearshore locations , if any, to be considered?

A: Both onsite and offsite (within borders of SA)

Can you please help us on the application / modules where we "must provide 24/7 availability"?

A: Bidder to provide a view for 24/7 and Normal Hours

Please share the tools available for Change Management, Project Management, Testing, Data Migration, Training, SaaS Product Changes, Job Monitoring, Release Management etc to consider?

A: Ivanti, Managengine, solman

Do we need to play any role in the "including 12x5 Helpdesk" at Level 1?

A: No

Do we need to support any functionality of SAP Business Technology Platform (BTP), if yes then what are those functionalities?

A: BTP administrator (successfactors) - CPI

Is SAP Concur part of the support services?

A: After implementation

There is a 24*7 Support Requirement and all the modules are listed. We believe RAF would need more than 6 Resources or 960 Hours per month (960 Hours / 160 Hours - 6 hours) for the Support

A: Bidder to provide a view for 24/7 and Normal Hours

There is another RAF SAP ECC migration RFP running in parallel and hence capacity. To do proper justice to the RFPs, is it possible to get an extension in submission deadline

A: Extension was granted