

Clarification Questions and Answers:

RFB 2793-2023: Appointment of a service provider for SAP Enterprise Support and Maintenance Agreement for a period of five (5) years.

1. As per briefing session held on Friday Aug 25th regarding subject RFP. It was discussed in the session that the partner should have Partner Center of Expertise (PCoE), the requirement however has not been stated in the RFB documents.

Our company - **HCL Technologies Pty Ltd** is SAP Value added reseller (VAR) and we can provide PCoE services to SITA directly from SAP. Kindly suggest if this is fine and we can propose to provide Level 1 and 2 support as a resell from SAP.

The specification was quite clear on this.

The bidder must be a Certified SAP Value Added Reseller (VAR) with Partner Center of Expertise (PCOE) certification in South Africa and provide a Manufacturer Authorization Form (MAF).

The bidder must attach to ANNEX A copies of the following documentation:

1. **The Bidder must indicate that they are a SAP Value Added Re-seller (VAR) by providing a SAP Certificate indicating the following as per the example in ANNEX D:**

- **Authorization to Sell; and**
- **Authorization to Support (PCOE Certification).**
- **With accreditation to operate in South Africa.**

and

2. **A MAF (Manufacturer Authorization Form) letter issued by SAP South Africa addressed to the Department of Employment and Labour.**

2. Section 2.2.3 - Evaluation Returnable Documents

“(a) Copies of Curriculum Vitae of the Project team”

Are we required to only provide CVs of the 3 Senior Project Managers, Senior SAP S/4HANA Application Architect and Senior Software Asset Manager or are we required to also provide CVs of the Functional / Technical Support Consultants as well?

Not applicable

3. Section 2.2.3 - Evaluation Returnable Documents

“(b) Project Plan”

Please clarify as to which project a project plan is required for?

Not applicable

4. Section 3.1 - SAP Enterprise Support

(based on a % of the DEL SAP Maintenance Base as obtained from SAP SA)

We assume that this is the base Software Maintenance Charges that will be supplied by SAP, excluding any mark-up. Please clarify.

Yes, that is correct

5. Section 3.1 - SAP Maintenance (Level 1 to 3)

VAR/PCOE Partner Mark-up

Does this item cover the supplier mark-up on the SAP Software Maintenance charges?

Yes, that is correct

6. Price Schedule

Where do we provide the charges for the Supplier Support Services for level 1 to 3 Functional and technical Support?

This RFB is for SAP Enterprise Support and not application support.

The dedicated resources required as per the SOW in the BidSpec will be augmenting the DEL PMO and Enterprise Architecture team.

The Department has internal SAP resources as well as accredited SAP Service Providers responsible for SAP Application Maintenance and Support, Change Requests and Enhancements.

7. Annex C: MSA for SAP Enterprise Support

Annex D: SAP Partner Certificate (Sample) Example

Annex E: MAF Letter (Sample) Example

Document indicates that we should refer to attached Document. These sample documents are not provided.

The sample documents are on the website – Annexure C, D and E

Please provide call volumes related to functional and technical support that may be required by the supplier. Please provide call volumes for a period of 12 months. We require a view of calls classified by SAP Module.

It is irrelevant as the Bidder will be responsible for SAP Enterprise Support and not SAP Application Support.

90 calls were logged for SAP since January 2023, under the current SAP Enterprise Support contract.

8. What is the level of customisation for the various SAP modules? Please express as a percentage, the level of customisation for each SAP module.

Customization level:

- **Legacy SAP CRM - high**
- **Legacy SAP ECC (CF) - moderate**
- **Legacy SAP ECC (UIF) - high**
- **CF Claims system - moderate**

New SAP Roadmap (HCM, CRM) – low

9. Indicate the availability of documentation and the level of completeness for the various SAP Systems and Modules.

It is irrelevant as the Bidder will be responsible for SAP Enterprise Support and not SAP Application Support, but documents are available and available in SOLMAN and Shared Repository

10. Please indicate the number of own / supplier SAP resources and what SAP modules do they manage. Provide a team structure, for the current SAP COE.

The Department has internal SAP resources as well as accredited Service Providers responsible for SAP Application Maintenance and Support, Change Requests and Enhancements. The Department is not a certified as a COE.

11. Provide a view of any inflight projects and SAP Flight Plan / Roadmap.

It is irrelevant as the Bidder will be responsible for SAP Enterprise Support as per the BOM.

12. In terms of the Technical response:

The bidder **must** be a Certified SAP Value Added Reseller (VAR) with Partner Center of Expertise (PCOE) certification in South Africa and provide a Manufacturer Authorization Form (MAF).

Will bidders be ruled out if **only** a SAP Value Added Reseller Certification is provided in response?

Yes

13. SAP provides the support to PwC SA and PwC SA contracts support with the client. Is this "pass through" model acceptable, will it serve as PwC SA PCOE certification?

No

14. In terms of the Technical functional relating to 1st Line Support, would bidders be ruled out by default if they can't provide 1st line support as per minimum requirements?

AS PCOE Partner it will be expected to provide 1st line support on SAP Enterprise level.

15. I would like to request a contact person details in the department of DOL.

I requested the MAF (Manufacturer Authorization Form) from SAP. They require the contact details of the person in the Department to address the letter to.

The letter must be addressed to:

Acting CIO: Department of Employment and Labour

Mr. Vishalin Pillay