**CTT0000026702**

**SCOPE OF WORK**
**SAP *AD HOC SUPPORT SERVICES***

## 1.  SCOPE OF SUPPLY

PetroSA' Digital Transformation & Technology (Information Services) Department requires the services of *SAP Resource(s)* to conduct SAP *Ad Hoc Support Services* for its day-to-day operations pertaining to the modules (requirements) as reflected in clause 2 below.

- The *Ad Hoc Support Services* will include upgrading from SAP Ecc6 EHP5 to EHP8 of the SAP Landscape.

- *Ad Hoc Support Services* can be provided on a hybrid or remote basis.

- The *Ad Hoc Support Services* will have to be rendered to all PetroSA sites.

- Total staff complement of +-900 employees.

- XURRENT software system is used for logging and managing SAP *Ad Hoc Support Services'* incidents.

## 2.  RESOURCE(S) REQUIREMENTS

PetroSA requires SAP *Ad Hoc Support Services* / Resource(s) pertaining to the below modules:

| Modules / Resource(s) | Version |
|---|---|
| • SAP BASIS Administration | |
| • SAP Human Resources Functional Support | |
| • SAP Quality Management, Materials Management, Warehouse Management - Functional Support<br>• FRESH Add-on to SAP MM | |

| | |
|---|---|
| • SAP Workflow ABAP Developer | |
| • SAP Plant Maintenance Functional Support | |
| • SAP Sales and Distribution | |
| • SAP FIORI | SAP NETWEAVER7.4 |
| • SAP Portal NetWeaver(ESS&MSS) | SAP NETWEAVER7.3 |
| • SAP ABAP,IDocs | |
| • SAP EH&S | EH&S 2.0 |
| • SAP FI,CO,PS | |
| • SAP BW | SAP NETWEAVER BI |
| • SAP BI | |
| • SOLMAN | SAP SOLMAN7 EHP1 |
| • SAP DMS | INDEX GATEWAY SERVER SAP TREX 7.10 KPRO CACHE KPRO 4.6 |
| • SAP GRC | GRC1.0 |
| • SAP Project Manager (preferably no charged/part of services provided) | |

### 3. MANDATORY TECHNICAL REQUIREMENTS (INSTRUCTION AND EVALUATION CRITERIA)

🔶 Kindly provide PetroSA with an indicative quote reflecting the **hourly rate** in respect of the *SAP Resource(s)* – **see CBA attached to this RFT, which must be completed and be submitted with the RFT.**

🔶 Tenderer to provide **proof** that the SAP Resource(s) have the necessary SAP **K4** Level qualifications, reflecting a minimum of **K4 Level(s),** skills, and experience as per the requirements above. **Proof of the SAP qualifications can be in any form, i.e., CVs, certificates, references, etc. as support/proof.**

🔶 The SAP Resource(s) as reflected in the clause 2 above and per the CBA must have a minimum of **K4 Level** qualifications in order to qualify for this RFT.

🔶 Tenderer to provide the name and CV of its **SAP Project Manager** who will be managing this SAP *Ad Hoc Support Services* assignment, plus proof of at least 2 SAP Implementation Projects conducted by the SAP Project Manager.

🔶 The rate per hour will be for a maximum of 100 hours per Module/Resource(s) for purposes of the tender evaluation, however the hours will be managed within / between the Modules/Resource(s). Both the successful Tenderer and the PetroSA Representative (the respective Project Managers) will manage the resources and hours. The period of the hours to be utilized will be for long as there is work to be done and will stop once the hours and budget are depleted.

## 4. ENQUIRIES

- Any enquiries regarding this tender should be addressed to **Caroline Widmer** in the Tender Office at telephone no. (**021) 929-3006**, or e-mail address caroline.widmer@petrosa.co.za.

- Log onto the PetroSA website and access the full RFQ on the e-Procurement system. www.procurement.petrosa.com

- No emailed tenders will be accepted.