

Appendix A

1. SAP TECHNICAL HUMAN RESOURCES REQUIREMENTS

- 1.1.1 The bidder must ensure that, for the duration of the contract, adequate and certified resources are made available to deliver the required functions within the stipulated service level standards, taking into consideration the expected business outcomes, the functional requirements, the size of the organization's overall ICT environment, SAP environment and industry best practices.
- 1.1.2 The bidder must ensure that the required resources are assigned on a full-time basis for the duration of the contract period. All changes to resources specified in the bidder's response, must be discussed and agreed to with the Department.
- 1.1.3 The bidder must ensure that, at a minimum, the following types and quantities of resources are provided onsite / offsite on a full-time basis, in line with the Department's working policy.

No.	Role/Skill Area	Minimum Number	Required SAP Consultant Level	Minimum Qualifications	Minimum Experience	Main Responsibility	Off-site / on-site
1	Service Delivery Manager	1	Expert Level	<ul style="list-style-type: none"> ▪ Senior Certificate ▪ NQF Level 7 in Information Technology or equivalent ▪ Relevant SAP/PMI/Prince2 certification. 	<ul style="list-style-type: none"> ▪ Successfully led over 3-5+ SAP projects, including multi-phase SAP upgrade programs, S/4HANA migration planning, and the ▪ Delivery of SAP ECC6/EHP8 projects. ▪ Project Management ▪ Change Management ▪ Service Delivery management, 	Overall SAP service management, project management, change management, transitioning in and out	On-site

No.	Role/Skill Area	Minimum Number	Required SAP Consultant Level	Minimum Qualifications	Minimum Experience	Main Responsibility	Off-site / on-site
2	SAP FI/CO Consultant	2	Advanced Level	<ul style="list-style-type: none"> ▪ Senior Certificate ▪ NQF Level 6 in Information Technology or equivalent ▪ SAP FI/CO certification 	<ul style="list-style-type: none"> ▪ 1-3+ ECC6/EHP8 projects, config & support experience ▪ CRM certification / experience ▪ S/4HANA exposure, public sector finance experience 	Financial modules support, design, documentation, optimisation and configuration	On-site
3	SAP Finance – PSCD Consultant	2	Advanced	<ul style="list-style-type: none"> ▪ Senior Certificate ▪ NQF Level 6 in Information Technology or equivalent ▪ SAP certified 	<ul style="list-style-type: none"> ▪ Experience in PSCD (Public Sector Collection and Disbursement) ▪ SAP FI/CA knowledge ▪ Involvement in at least 1-3+ PSCD implementations or support projects 	Technical support, design, documentation, optimisation, and ensure smooth integration between PSCD and external systems (payment gateways, banks etc.).	Off-site
4	SAP CRM Consultant	2	Advanced	<ul style="list-style-type: none"> ▪ Senior Certificate ▪ NQF Level 6 in Information Technology or equivalent ▪ SAP certified 	<ul style="list-style-type: none"> ▪ Expertise in CRM Sales, Services, and Middleware ▪ Involvement in at least 1-3+ CRM implementations or support projects 	Provide functional and technical support for SAP CRM modules, workflows, design, documentation, optimisation, and integrations.	Off-site
5	SAP Basis Administrator (Junior)	2	Advanced Level	<ul style="list-style-type: none"> ▪ Senior Certificate ▪ NQF Level 6 in Information Technology or equivalent ▪ SAP Basis certified 	<ul style="list-style-type: none"> ▪ 1-3+ ECC6/EHP8 upgrades, patching, performance tuning 	System admin, user support, user management, upgrades and patching	On-site

No.	Role/Skill Area	Minimum Number	Required SAP Consultant Level	Minimum Qualifications	Minimum Experience	Main Responsibility	Off-site / on-site
6	SAP Basis Administrator <i>(Senior)</i>	2	Expert Level	<ul style="list-style-type: none"> ▪ Senior Certificate ▪ NQF Level 7 in Information Technology or equivalent ▪ SAP Basis certified 	<ul style="list-style-type: none"> ▪ 3-5+ ECC6/EHP8 upgrades, patching, performance tuning 	System admin, user support, user management, upgrades and patching	On-site
7	SAP Security & GRC Specialist	1	Expert	<ul style="list-style-type: none"> ▪ Senior Certificate ▪ NQF Level 7 in Information Technology or equivalent ▪ SAP Security/GRC certified 	<ul style="list-style-type: none"> ▪ SoD, audits, 3- 5+ organizations 	Authorizations, SoD, compliance, data security, SAP infrastructure security, audits	On-site
8	SAP ABAP Developer	4	Expert	<ul style="list-style-type: none"> ▪ Senior Certificate ▪ NQF Level 7 in Information Technology or equivalent ▪ SAP ABAP certified 	<ul style="list-style-type: none"> ▪ 3-5+ ECC6/EHP8 projects ▪ Led ABAP team for 3-5+ organizations, S/4HANA extensions 	Customizations, enhancements, technical support, optimisation, interfaces	On-site
9	SAP Solution Architect	1	Expert	<ul style="list-style-type: none"> ▪ Senior Certificate ▪ NQF Level 7 in Information Technology or equivalent ▪ SAP Architect certified 	<ul style="list-style-type: none"> ▪ 3-5+ SAP landscapes ▪ Led architecture for 3-5+ organizations, S/4HANA, cloud, hybrid 	Overall design, documentation, solution architecture, integration, optimization	Off-site
1	Database Administrator	2	Expert	<ul style="list-style-type: none"> ▪ Senior Certificate ▪ NQF Level 7 in Information Technology or equivalent. Advanced: ▪ SAP HANA/DB certified 	<ul style="list-style-type: none"> ▪ SQL Database ▪ 3-5+ SAP DB projects ▪ Expert: Led DB admin for 3-5+ organizations, DR, performance, SAP HANA migration 	Responsible for database administration, performance tuning, backup and restore operations etc.	On-site

Total Resources: 20

Roles and responsibility descriptions for the following SAP consultant levels

Advanced Level resources are:

- a) SAP-certified in their area of expertise (e.g., FI/CO, Basis, ABAP, Security, SQL etc.).
- b) Have at least **3-5 years** of hands-on SAP project experience, including configuration, support, and upgrades (preferably on ECC6/EHP8 and/or S/4HANA).
- c) Have participated in at least **1-3 successful SAP projects** of similar size and complexity.
- d) Demonstrate strong problem-solving skills, can work independently, and can lead small teams or workstreams.
- e) Are up-to-date with SAP's annual "Stay-Certified" requirements (where applicable).
- f) Can provide references for similar work in comparable environments.

Expert Level resources are:

- a) SAP-certified at a senior or specialist level, often with multiple certifications or SAP "Professional"/"Specialist" credentials.
- b) Have **5-8+ years of SAP project experience**, including leading roles in large-scale implementations, upgrades, or migrations (ECC6/EHP8, S/4HANA, cloud, hybrid).
- c) Have led or architected at least **3-5 successful SAP projects** for large organizations, often in the public sector or highly regulated industries.
- d) Recognized as subject matter experts (SMEs) in their field, with a proven track record of innovation, optimization, and mentoring other SAP professionals.
- e) Frequently involved in SAP competency development, best practice definition, or co-innovation with SAP or industry bodies.
- f) Can provide multiple references for complex SAP projects and demonstrate advanced troubleshooting, integration, and solution design skills.