

FOR THE PROVISION OF CONSULTING SERVICES FOR THE SAP EHP UPGRADE, REDESIGN OF SLUG NUMBER, SAP S/4 HANA CONVERSION AND REDESIGN OF CUSTOMER PORTAL FOR TRANSNET PIPELINES FOR A PERIOD OF 24 (TWENTY-FOUR) MONTHS						
#	Subject Area/Reference in RFP	Date Received	Question/Query	TPL Response	Date Responded	Status/Notes
1	Technical Support	1-Jun-26	Both technical and functional support required?	the support is going to be covering both technical and functional support throughout the project and also including for the post implementation or hyper care support	1-Jun-26	Closed
3	Extension request	26-May-26	We would like to request a 10-working day extension for the tender submission deadline for Tender Number: TPL/2026/02/0028/1145/RFP - The Provision of Consulting Services for the SAP EHP Upgrade, Redesign of Slug Number, SAP S/4 HANA Conversion and Redesign of Customer Portal for Transnet Pipelines for a Period of 24 (Twenty Four) Months. The current closing date is 18 June 2026.	Extension granted as per the Addendum issued to all bidders for review and sign off. Closing date 2 July 2026.	1-Jun-26	Closed
4	Nomination & Scheduling	1-Jun-26	What are the key pain points in current nomination -- scheduling execution (e.g. delays, manual overrides, reconciliation issues)?	Main problem the portal it is not user friendly refer to 23.2.2, page 59	10-Jun-26	Closed
5	Slug Number Redesign		Can you provide detailed documentation of the current slug number logic, including: Structure, Source tables, Derivation rules?	Refer to Annexure D – Page 78	2-Jun-26	Closed
6	Slug Number Redesign		Is there any requirement for the slug number to remain business-readable, or can it move to a system-generated design?	Yes, the slug number needs to remain a business readable. Currently the slug number is system generated and business readable	10-Jun-26	Closed
7	Slug Number Redesign		Are external systems (e.g. EDI / customers/ trading partners) dependent on the current slug format? If yes, how many?	TPL systems i.e. EDI, Pipeline Scheduler and Pipeline Operational System utilizes the slug number. Our Customers/trading partners utilize the slug number and may capture the slug number in their applications	10-Jun-26	Closed
8	Slug Number Redesign		Is backward compatibility required for: Historical reporting and Existing integration	Yes	10-Jun-26	Closed
9	SAP Readiness Report		Please share the latest readiness report for the ECC6 EHP5 system	Refer to readiness check report.	10-Jun-26	Closed
10	SAP Readiness Report		Please share the latest readiness report for the ECC6 FAS system if need be	Refer to annexure B, FAS overview page 67	10-Jun-26	Closed
11	Bill of Materials		Can the bill of materials be shared ?	Bidder to provide more clarity	10-Jun-26	Closed
12	Integrations		Please share the list of integrations in scope, the direction, frequency and field level detail	Refer to Annexure A – Page 65	10-Jun-26	Closed
13	Data Archiving		Will a data archiving initiative happen prior to the migration to S/4 and will that be undertaken by Transnet	No	10-Jun-26	Closed
14	Finance		Are you using New GL or Classic GL and what is finance readiness status? Has the New GL already been implemented ?	Classic GL	10-Jun-26	Closed
15	Cloud migration		Is the migration S/4 part of a RISE offering from SAP ?	No- S4 will need to be implemented on TPL cloud infrastructure (IaaS)	10-Jun-26	Closed
16	Team		Will teams working offshore be able to access the environments using VPN or are there any Restrictions. Remote access to the environment can be granted	Remote access to the environment can be granted	10-Jun-26	Closed
17	Training		We would like to confirm if training material and change activities are required for the slug number redesign phase? –	Not required for slug number redesign unless the redesign has a material impact to business process	10-Jun-26	Closed
18	Training		There is mention of 600 active users and 80 concurrent active users. Can you provide a user count per impacted department to better understand training impact?	On SAP we don't maintain the Dept, so it's not possible to extract the number of users per module. In addition, users Have access to many modules 	10-Jun-26	Closed
19	Conversion approach		Please share the key findings and rationale from the SAP Readiness/Assessment that led to the decision to pursue a Brownfield conversion – specifically in relation to IS-Oil components, customizations, and any constraints identified that would favor Brownfield over Greenfield?	TPL Requires a brownfield / technical conversion	10-Jun-26	Closed
20	S/4 Readiness		Has TPL initiated any S/4HANA readiness or remediation activities, specifically BP/CI conversion	No	10-Jun-26	Closed
21	S/4 Readiness		Can you provide data volumes for key objects (customers, vendors, materials, transactions)?	Refer to readiness check report attached	10-Jun-26	Closed
22	Landscape		What is the current data quality status and has cleansing/archiving been performed?	There are areas to improve data quality. No cleansing/archiving have been performed	10-Jun-26	Closed
23	Custom Code		Please provide a list of all RICEFW-related items, specifically custom code, reports, interfaces, data migration/conversion objects, forms, and workflows, that are referenced or implied in the scope.	Refer to readiness check report attached	10-Jun-26	Closed
24	Integration		Please provide details of integrations and critical interfaces.	Refer to Annexure A – Page 65	10-Jun-26	Closed
25	Operations		What are the disaster recovery and rollback requirements?	Refer to Scope of Work – Section 15 Page 56	10-Jun-26	Closed
26	Data Ownership		Who is responsible for data cleansing, validation and sign-off?	Business Process Owners will validate and sign-off – Data cleansing is in scope	10-Jun-26	Closed
27	UX/Portal		What is the target state for the customer portal (replace/redesign)?	Redesign and implement the portal using SAP Fiori	10-Jun-26	Closed
28	Current Landscape & Scope Visibility		Please confirm the current SAP landscape components in scope (modules, systems, interfaces)	Refer to Scope of Work – Page45	10-Jun-26	Closed
29	Current Landscape & Scope Visibility		What modules are actively used today (beyond IS-Oil)?	FI, CO, SD, MM, PS, IM, PM, QM	10-Jun-26	Closed

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30	Current Landscape & Scope Visibility		Are there any planned decommissioning or replacement activities already defined (e.g. Net Weaver Portal)	As per Scope of Work, NetWeaver Portal needs to be replaced	10-Jun-26	Closed																																				
31	System Upgrade		Why EHP5 to EHP8?	To remain in SAP mainstream customer support	10-Jun-26	Closed																																				
32	Partnership		Who is the Hyperscale and please share a RACI for the role-players?	Transnet utilises a Cloud service provider which will provide the required infrastructure. As indicated in the scope TPL is responsible for the provisioning of the infrastructure with the hyperscale.	10-Jun-26	Closed																																				
33	We would appreciate your clarification regarding the evidence requirements for demonstrating compliance with T2.2-01 Eligibility Criteria, specifically in relation to the requirement for expertise in the Oil, Gas and Energy industry.	2-Jun-26	What constitutes acceptable proof of industry expertise?	A SAP Partner Certificate or similar indicating expertise in Oil, Gas and Energy focus industry. Or an extract from SAP partner finder portal, showing your organization having expertise in Oil, Gas and Energy focus industry.	10-Jun-26	Closed																																				
34		3-Jun-26	Following a detailed review of the tender documentation, and section: Page 85: T2.2-02: Evaluation Schedule Technical Implementations (25 points) where it specifically calls out that at least 1 of the 3 migrations should have included SAP IS-OIL and SAP NetWeaver We are not aware of any of the local Oil and Gas companies that has completed this transition from ECC6 TO S4/HANA, so a local reference letter to comply with this criteria will be difficult to achieve, we would like to know if we can submit additional info on work that's currently happening at these companies wrt the IS-OIL solution to get these companies ready for the migration? For example we have a long standing relationship with SASOL and they make use of IS-OIL functionality that we are the incumbent partner supporting this customer, but they have not done the S4HANA migration.	The reference letters are not restricted to local companies. TPL will accept international references as well.	3-Jun-26	Closed																																				
35		2-Jun-26	Refer (2.4, 5.5) With regards custom ABAP development, please provide an inventory of all custom developments.	Refer to readiness check report attached	12-Jun-26	Closed																																				
36			Refer (3) During the briefing session, a slide was shown with a high level image of the landscape in block diagram form (showing SAP modules, add-ons etc.) can this please be provided	Refer to Tender briefing presentation provided.	12-Jun-26	Closed																																				
37			Refer (7) Please confirm that the desired approach for ECC to S/4HANA is Brownfields	Brownfields - technical conversion from ECC to S4 Hana	3-Jun-26	Closed																																				
38			Refer (8) Please provide the S/4HANA Readiness check report	Refer to readiness check report attached	11-Jun-26	Closed																																				
39			Refer (11.4, 13.4.2) Please confirm if there is a requirement in S/4HANA to have all users active for 100% of their roles in both GUI and Fiori	Yes, both GUI and Fiori must be active for all users.	11-Jun-26	Closed																																				
40		3-Jun-26	Refer (13) What is the TPL preferred training material development toolkit	TPL will not prescribe the toolkit.	11-Jun-26	Closed																																				
41			Refer (13) Can TPL provide a user count split by SAP module and location	On SAP we don't maintain the Dept, so it's not possible to extract the number of users per module. In addition, users have access to many modules <table border="1"> <thead> <tr> <th>Row Labels</th> <th>Count of Personnel Number</th> </tr> </thead> <tbody> <tr><td>Administration</td><td>32</td></tr> <tr><td>Comm & Media</td><td>2</td></tr> <tr><td>Commercial</td><td>9</td></tr> <tr><td>Engineering</td><td>273</td></tr> <tr><td>Finance</td><td>26</td></tr> <tr><td>ICT</td><td>24</td></tr> <tr><td>Legal Services</td><td>10</td></tr> <tr><td>Office of CE</td><td>3</td></tr> <tr><td>Operations</td><td>182</td></tr> <tr><td>People Mgmt</td><td>31</td></tr> <tr><td>Projects</td><td>41</td></tr> <tr><td>Property Mngt</td><td>3</td></tr> <tr><td>Security</td><td>21</td></tr> <tr><td>SHERQ</td><td>26</td></tr> <tr><td>Supply Chain</td><td>36</td></tr> <tr><td>(blank)</td><td></td></tr> <tr><td>Grand Total</td><td>719</td></tr> </tbody> </table>	Row Labels	Count of Personnel Number	Administration	32	Comm & Media	2	Commercial	9	Engineering	273	Finance	26	ICT	24	Legal Services	10	Office of CE	3	Operations	182	People Mgmt	31	Projects	41	Property Mngt	3	Security	21	SHERQ	26	Supply Chain	36	(blank)		Grand Total	719	11-Jun-26	Closed
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42		9-Jun-26	Without access to this report, it becomes significantly challenging to accurately: <ul style="list-style-type: none"> Estimate effort, timelines, and resource requirements Identify technical and functional risks associated with the conversion Define a realistic and structured conversion approach (system conversion, landscape transformation, or new implementation) Provide a reliable cost model and delivery plan aligned with your environment <p>In the absence of the S/4HANA Readiness Check Report, any proposal submitted would necessarily be based on assumptions, which may lead to inaccurate estimations, increased project risk, and potential scope adjustments at later stages — outcomes that are not in the best interest of either party.</p> <p>Providing the S/4HANA Readiness Check Report will enable all bidders to align their proposals with the actual system landscape, ensuring transparency, comparability of bids, and overall project success.</p>	Refer to readiness check report attached	11-Jun-26	Closed
		1-Jun-26		Extension granted as per the Addendum issued to all bidders for review and sign off. Closing date 2 July 2026.	11-Jun-26	Closed
43	Extension Request SAP IS Oil & Gas	12-Jun-26	Whether Quantity Conversion (Quantity ware) (HPM) is used? If not how it is getting done in ECC?	No, On HPM quantity conversion is not active but Silo/Tank Management is configured with Storage Object Types and Class.	22-Jun-26	Closed
44	SAP IS Oil & Gas		Pricing – Formula & Average (MAP) Pricing is used in ECC?	On MAP only price list types were configured but the general product pricing is updated in SAP SD condition types.		Closed
45	SAP IS Oil & Gas		In ECC, TSW – SPW (Stock projection worksheet) is used for demand forecasts and supply, visualize future stock levels integrating with APO?	No		Closed
46	SAP IS Oil & Gas		AS IS - System Architecture not present in RFP.	Refer to section 3 of Scope of Work		Closed
47	TechArch		Please provide SAP system Landscape details along with other SAP Products in landscape (E.g. EP 7.0, ECC 6.0 EHP3, BW 7.0 etc.). Please provide details in "SAP Landscape info" sheet	Refer to Scope of Work		Closed
48	TechArch		List of 3rd party or Non-SAP Add-On components and its patch level	Refer to Scope of Work		Closed
49	TechArch		Please confirm if Fiori should be Embedded or in HUB environment	The bidder to recommend		Closed
50	TechArch		Please provide latest EWA Report of Production system	EWA report cannot be shared and will be shared with the preferred bidder. Readiness report has been shared instead.		Closed
51	TechArch		Please share S/4 HANA Readiness check Report if assessment activities are already executed	Refer to Readiness Report		Closed
52	TechArch		Will S/4 HANA be on on-premise OR Cloud platform ?	Cloud Iaas		Closed
53	TechArch		is there any plan to change OS for Target Application Server (on S/4 HANA) ?	S4 to run on SUSE LINUX.		Closed
54	ABAP		Has the SAP Custom Code Migration Worklist (transaction SYCM or ATC) been run? If so, can you share the output? If not please share the TADIR table Extract	No, the SAP custom code worklist has not been run. Not possible to share TADIR as there are over 3 million rows, output is part of the discover phase.		Closed
55	ABAP		Please provide the SMOLOG table extract for SPAU/SPOD from ECC System			Closed
56	Functional		Already Business Partner exist in ECC system for customer/vendor/Employee etc. If not then provide the count for Customers/Vendors etc.	No, Vendor = 9589, Customer = 915		Closed
57	Security		How many SAP Single (Master and Derived) Roles, Composite Roles, Business Roles, and Support Roles are currently in use?	Composite Roles = 3210 Roles = 5803		Closed
58	Security		How the user access providing is being happened? Either with GRC or ECC SU01	GRC		Closed
59	General Ledger Accounting		Is new GL or Classic GL used?	Classic		Closed
60	General Ledger Accounting		If you use new GL, Whether accounts or ledger approach is used?	n/a		Closed
61	General Ledger Accounting		How many Ledgers are used? What are the accounting principles used for these ledgers including SRL? E.g.: US GAAP, IFRS, Local GAAP.	One Classic Ledger, IFRS		Closed
62	General Ledger Accounting		While migrating to SAP S/4HANA are you expecting to implement only mandatory S/4HANA simplification (e.g. New Asset Accounting and C/IT) items? Or expecting optional simplification (e.g. New GL functionalities, COA transformations, etc.) items as well?	the bidder is required to assess and recommend		Closed
63	General Ledger Accounting		Please clarify Data migration requirements - "full historical data" or "partial data with x years" timeframe. Pure Brownfield conversion will imply an "in-system" data conversion to S/4HANA.	full historical		Closed
64	Org Structure		Do you envisage any Org structure merge, carve-out, or system consolidation during S/4 Conversion? If yes please indicate.	No		Closed
65	Org Structure		How many total no. of company codes are there in system? Out of these how many are operating company code?	2. One is active		Closed
66	Org Structure		What are the number of countries in which Transnet (TPL) has its business operations? Are all of them into SAP system.	only South Africa		Closed
67	Org Structure		How many Controlling Areas are used? What is the linkage of Controlling Area with operating concern & company code? E.g. 1 operating concern having one Controlling Area per Country & all company code in that country assigned to that Controlling Area...	1. Operating Concern is not activate		Closed
68	Org Structure		How many no. of Profit Centres are there? Do they often require re-organization or Is there any plan for restructuring of PC.	164. No		Closed
69						

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70	Org Structure		How many Chart Of Accounts are there in current system? Do you need any harmonization of COA?	2. No		Closed
71	Org Structure		Do you face in challenge in the organisation structure, or do you intend to restructure.	No		Closed
72	Currencies		What are the different currency types used or No. of functional currencies at TPL ?	1. ZAR		Closed
73	Taxation		Please provide the details of all the legal /tax reports that are being used? Are there any third-party tax solutions? If so, please specify	Bidder needs to obtain this clarity during the business workshops/discovery phase. There is a Central third-party reporting solution.		Closed
74	Currencies		Is Accrual engine activated currently? What all processes are used in ACE at TPL?	No		Closed
75	AR/AP/ Accounting		With respect to vendor/customer Open item management functionality - are there any specific pain points, please elaborate ?	No.		Closed
76	Asset Accounting		How many Charts of Depreciation are there currently? Is one chart of depreciation assigned to multiple company codes which are having different ledger and currency settings?	One		Closed
77	Asset Accounting		How many Depreciation Areas you are using currently? Kindly list them with explanation and which Accounting principle is currently used for each Dep Area?	22.		Closed
78	Asset Accounting		Is Real Estate module used ? If yes please specify Classical or Flexible	No		Closed
79	AR/AP/ Accounting		Is SAP RAR module used? What is the version?	No		Closed
80	Product Costing/Inventory Valuation		Are you using transfer pricing?	No		Closed
81	Customer Profitability - COPA		COPA is Account Based or Costing Based or Both?	No		Closed
82	Customer Profitability - COPA		Do you intend to use margin analysis for deriving the profitability for management and reconciling with legal financial accounting	No		Closed
83	Bank Accounting		How Many House Banks are there currently?	One		Closed
84	Bank Accounting		How many Bank Accounts are there ?	Two		Closed
85	Bank Accounting		Does TPL use DMEE? If so, what are the different format trees / types being used	No		Closed
86	Funds Management		Is funds management being used for Budget control? What are the account assignments used for budgeting and availability control?	No		Closed
87	Funds Management		Are there any other processes in Funds management being used apart from BCS?(e.g. earmarked funding, commitment management etc.)	No		Closed
88	Consolidation		How does TPL perform consolidations, is BPC in use ?	BPC is not used. Consolidation is done centrally at Transnet Group		Closed
89	Treasury		Is FSCM in scope currently? Which modules are implemented?	No		Closed
90	Receivable Management		What is the version of credit management in legacy system – FIN-FSCM-CR or FM-AR-CR	Standard Credit Management in ECC6.0		Closed
91	Treasury		Does TPL use Cash Management? If yes, what all processes in cash management are used currently? (cash pooling etc.)	No		Closed
92	Treasury		Is Bank Communication Management in scope? Is the client using liquidity management currently?	No		Closed
93	Treasury		Do you use Credit management ? If yes how many credit control areas are operational.	Yes, One		Closed
94	Treasury		Is dispute and collection management in scope?	No		Closed
95	IS Solution		Is there any Industry Solution in use and active like FI-CA, IS OIL, etc.? Please list out all of them.	IS-OIL . Refer to Scope of Work		Closed
96	Sales and Distribution		Do you use the Revenue Recognition Functionality in SD module (in case RAR is not in use) ? Please explain the process, what all processes do you use in SD module	No		Closed
97	Treasury		How many number of customer and vendor master data record exist in the TPL system, please provide the breakup.	Refer to response to Q14 above		Closed
98	Logistics - PP		Do you use PP module in SAP logistics, What all processes or functionality of PP, please list down.	No		Closed
99	Logistics - MM-IM		Do you use MM-IM module in SAP?	Yes		Closed
100	Logistics - TRA		Do you use transportation management?	No		Closed

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101	Logistics - WM		Do you use WM functionality in SAP?	No		Closed
102	Logistics - TRA		Do you use PLM, QM, PS, PSS module in SAP logistics, Please list down the functionality.	QM, PS - Refer to Scope of Work		Closed
103			The SAP Readiness report was issued on 2024, any major additional customisations performed since then?	Updated report to be shared	25-Jun-26	Closed
104	Slug Redesign		Current Slug Number Structure & Logic — Beyond Annexure D, can TPL share the detailed technical specification of the existing slug number derivation logic, including ABAP function modules / number range objects / user exits / BAdIs involved, and the source master data tables (customer ranges, week-cycle ranges, product codes)?	Additional details will be shared during the business requirement workshops to be held with the preferred bidder.		Closed
105	Slug Redesign		Slug Number Volume & Growth Profile — Can TPL provide the current volume of slug numbers generated per week / month / year, the rate of consumption against existing ranges, and the projected depletion curve that has informed the February/March 2027 deadline?	The current Feb/March deadline has been informed by the current number of limitations		Closed
106	Slug Redesign		Downstream Consumer Inventory — Beyond the systems already named (EDL Pipeline Scheduler, Pipeline Operational System), can TPL confirm the complete list of internal and external systems, reports, dashboards, and customer/trading-partner systems that consume the slug number? Are field length expectations documented for each consumer?	There are no additional systems.		Closed
107	Slug Redesign		Trading Partner Impact Assessment — Has TPL conducted any impact assessment with external trading partners and customers regarding accommodating an extended slug number? If yes, can the outputs be shared? If no, is the bidder expected to facilitate this engagement as part of scope?	Impact assessment will need to be conducted by the preferred bidder.		Closed
108	Slug Redesign		Parallel Run & Cutover Strategy — Given the slug redesign must run in parallel with ECC6.0 (EHP6) until S/4HANA cutover, can TPL clarify the expected coexistence approach — is a single slug format expected across both ECC and S/4HANA target states, or is a transitional translation layer acceptable?	Yes, the slug redesign needs to be done initially on ECC thereafter be migrated to the updated S4 version.		Closed
109	Slug Redesign		Test Data & Cycle-Based Testing — The RFP requires "cycle-based testing." Can TPL clarify the definition and acceptance criteria for cycle-based testing — e.g., minimum number of operational cycles to be tested, environments required, and whether production-like data volumes will be provisioned?	Testing needs to be conducted per cycle as per the RFP.		Closed
110	Slug Redesign		Historical Data Treatment — For backward compatibility on historical reporting, is the expectation to retain historic slugs as-is (no re-keying), or does TPL require any historic data transformation/mapping to align with the new structure?	Yes, there would need to be backward compatibility on historical reporting.		Closed
111	S/4 Conversion		SAP Readiness Check Report — Version & Currency — Can TPL confirm the date / version of the SAP Readiness Check report provided? Will an updated report be issued closer to project start, and is the bidder expected to re-run the Readiness Check during the Discover/Prepare phases?	Refer to updated readiness report.		Closed
112	S/4 Conversion		Custom Code Remediation Ownership — With ~400 custom objects in scope, can TPL clarify whether custom code remediation effort (SPOD/SRA) adjustments, S/4 simplification item remediation, ATC checks) is wholly the bidder's responsibility, or whether TPL/Transnet Group ABAP resources will participate?	All custom code remediation activities need to be performed by the bidder.		Closed
113	S/4 Conversion		Business Partner (BP) / Customer-Vendor Integration (CVI) — TPL has confirmed BP/ CVI conversion has not been initiated. Can TPL provide: a) Current volumes of customer and vendor master records; b) Whether harmonisation rules between Customer/Vendor and BP have been pre-agreed; and c) Whether business owners are nominated to make BP-related design decisions?	a) Vendor = 9589, Customer = 915 b) No c) Yes		Closed
114	S/4 Conversion		New General Ledger Migration — TPL has confirmed Classic GL is in use. Is migration to New GL (S/4HANA Universal Journal / ACDOCA) in scope as part of the conversion, or is the conversion expected to be purely technical with finance functional transformation deferred? If in scope, are document splitting and segment reporting requirements defined?	No. Purely technical.		Closed
115	S/4 Conversion		Data Archiving — Bidder vs. TPL Responsibility — TPL has confirmed no archiving will occur prior to migration. Given this materially affects conversion runtime and database sizing, can TPL confirm: a) Whether the bidder is expected to propose and execute an archiving strategy as part of scope; b) The acceptable risk tolerance for downtime / cutover window given larger data volumes; and c) The current database size and table-level top consumers.	a) No b) 48 hours downtime c) Refer to the readiness report		Closed
116	S/4 Conversion		Cutover Window & Downtime Tolerance — Given TPL's 24/7 pipeline operation, what is the maximum permissible business downtime window for the production conversion (e.g., 30hr, 48hr, full weekend)? Are there any operational blackout periods (e.g., month-end, financial year-end, peak fuel demand) to avoid?	48 hours - full weekend block out = month-end and financial year end		Closed
117	S/4 Conversion		Mock Conversion Cycles — How many mock conversion cycles does TPL expect (typically 2-4)? Will dedicated mock environments be provisioned by TPL, and what is the expected lead time for environment refreshes?	Mock environment will be provisioned by TPL. Refresh lead times will be agreed by TPL and preferred bidder		Closed
118	S/4 Conversion		Integration Inventory — Annexure A Completeness — Annexure A lists integrations. Can TPL confirm whether the inventory includes: a) Authentication mechanisms (certificates, API keys) for each integration; b) Message volumes and peak loads per integration; c) Sample payloads / IDoc types / interface mapping documents; and d) Integrations that are planned to be retired as part of this programme?	These details will be shared with the preferred bidder during discovery workshops.		Closed
119	S/4 Conversion		Fiori Strategy & Scope — TPL has confirmed both GUI and Fiori must be active for all users. Can TPL clarify: a) The target Fiori app catalogue (standard SAP Fiori only, or custom Fiori extensions); b) Whether Fiori Launchpad personalisation by role/persona is expected; and c) The expected device strategy (desktop only vs. tablet/mobile)?	a) Preferred bidder to assess and recommend b) Preferred bidder to assess and recommend c) Desktop and mobile devices (android, IOS, windows)		Closed

FOR THE PROVISION OF CONSULTING SERVICES FOR THE SAP EHP UPGRADE, REDESIGN OF SLUG NUMBER, SAP S/4 HANA CONVERSION AND REDESIGN OF CUSTOMER PORTAL FOR TRANSET PIPELINES FOR A PERIOD OF 24 (TWENTY-FOUR) MONTHS						
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120	S/4 Conversion		Process Mining Tool — The Scope of Work references "process mining tools" for optimisation recommendations. Does TPL have a preferred/licensed process mining solution (SAP Signavio, Celonis, etc.), or is the bidder expected to propose and license one within the fixed price?	Preferred bidder is expected to use their own tool. TPL is not licensed for any tools.		Closed
121	S/4 Conversion		Solution Manager (SOLMAN) Continuity — Will SAP Solution Manager continue to be used post-conversion, or is there an expectation to migrate to SAP Cloud ALM? Is ChaRM in use today, and is it in scope for conversion?	TPL Solution Manager will continue to use SOLMAN. No, ChaRM is not used.		Closed
122	S/4 Conversion		Hyperscale Definition — The RFP references "hyperscale." Can TPL confirm the expected hyperscale duration (3 months has been indicated in briefing — please confirm), the support coverage hours (24/7 vs business hours), and the defect severity SLAs during hyperscale?	Refer to RFP pack (Scope of Work and Service Level Agreement).		Closed
123	S/4 Conversion		Rollback Decision Window — What is the rollback decision window post go-live (e.g., go/no-go after X hours), and what reconciliation criteria must be satisfied before declaring go-live successful?	Rollback decision window will be workshopped with the preferred bidder and TPL.		Closed
124	S/4 Conversion		Disaster Recovery (Section 15) — Can TPL clarify whether DR environment provisioning, replication setup, and DR testing are included in the bidder's scope, or whether these are infrastructure-only activities owned by TPL's hyperscale/cloud team?	Refer to the Scope of Work: DR environment provisioning will be conducted by TPL. The Application / DR strategy to be provided by the preferred bidder.		Closed
125	S/4 Conversion		Replacement of Legacy Components — The Scope references "propose replacements for legacy components." Beyond NetWeaver Portal (already in scope), are there other specific legacy components TPL has identified for replacement (e.g., BEST, MDRMB, EDI middleware), or is identification part of the bidder's discovery?	SAP HUI and PCO as per the scope, the preferred bidder can identify any additional components.		Closed
126	S/4 Conversion		Transnet Group Transversal Systems Coordination — Several systems (SAP GRC, PO, HCM, MDRMB, CLM, SRM) are managed at Transnet Group level. Can TPL clarify: a) The governance and change-control interface for transversal-system impacts;	Details will be shared with the preferred bidder.		Closed
127	Customer Portal Redesign		Current Portal Functionality Inventory — Can TPL share the complete inventory of current portal functions, transactions, and user journeys (e.g., nomination capture, scheduling visibility, invoice access, reporting), including current screen flows, mock-ups, or user guides?	Details will be shared with the preferred bidder.		Closed
128	Customer Portal Redesign		Portal User Personas & Volumes — How many external customer users access the portal today, and what are the primary personas (trader, scheduler, finance contact, operations)? Is there a target volume for the new portal (anticipated growth)?	The primary personas are operations for internal/external users. There is no target volume growth anticipated for the new portal.		Closed
129	Customer Portal Redesign		Authentication & Identity — What authentication mechanism is used today (SAP user, federated SSO, customer-managed identity)? Is the future state expected to use SAP Identity Authentication Service (IAS), federated SSO with customer IdPs, or another mechanism?	Current state: SAP User. Future state: Potentially Federated SSO with customer IdPs, to be discussed with the preferred bidder.		Closed
130	Customer Portal Redesign		Portal Hosting & Exposure — Will the new Fiori-based portal be hosted on SAP Build Work Zone, SAP Fiori Launchpad standalone, or another platform? What is the public exposure model (DMZ, Web Dispatcher, API gateway), and what perimeter security standards must be met?	SAP Fiori Launchpad exposed via web dispatcher, etc. (Standard Fiori Blueprint) behind a web application firewall. This method should also allow for other Fiori applications to be published for use on off-network mobile devices.		Closed
131	Customer Portal Redesign		Mobile / Responsive Design Requirements — The brief references "mobility." Can TPL clarify whether native mobile apps are required, or whether responsive Fiori web is sufficient? Are there specific iOS/Android device targets?	This is responsive Fiori web apps.		Closed
132	Customer Portal Redesign		Self-Service Functionality — Beyond nomination/scheduling, are functions such as self-registration, password reset, profile management, document download, dispute logging, and notifications in scope for the new portal?	Refer to scope of work, point 23.		Closed
133	Customer Portal Redesign		Integration with EDI — How will the new portal coexist with EDI customers — is there a strategy to migrate EDI customers to the portal, or will both channels run permanently in parallel?	Both channels need to run parallel.		Closed
134	Customer Portal Redesign		Portal-Specific Pain Points — The clarifications reference "portal is not user-friendly." Can TPL share specific user feedback, satisfaction surveys, or pain-point logs to inform the To-Be design?	Refer to scope of work, point 23. The pain points are not limited to e.g., outdated system, browser compatibility, security gaps, portal user navigation and order/nominations search functionality.		Closed
135	Customer Portal Redesign		Branding & UX Standards — Are there Transnet brand guidelines, accessibility standards (WCAG level), and language requirements (English only, multilingual) the new portal must conform to?	There is Transnet Branding standards for the portal. English only Accessibility standards not applicable.		Closed
136	Customer Portal Redesign		Legacy Portal Decommissioning — What is the expected decommissioning approach for the NetWeaver Enterprise Portal — full sunset at portal go-live, or a parallel-run period? Who owns data extraction/archival from the legacy portal?			Closed
137	Evaluation Criteria - Use Cases		In several mature global oil & gas organisations, internal corporate communication and procurement governance policies expressly prohibit employees from issuing signed reference letters on company letterhead — even for genuinely successful engagements. These same clients are, however, routinely willing to act as named, contactable referees who will participate in reference calls and confirm project scope, duration, organisation size, and satisfaction levels directly with TPL's evaluation team. Given that the most relevant SAP IS-Oil conversion experience globally resides within precisely these organisations, would TPL kindly clarify whether it would accept, in lieu of a signed reference letter, a structured "Client Use Case" submission comprising: Reference Letter Recency — Is there a maximum recency window for reference letters (e.g., projects completed within the last 5 years), or are well-documented older references acceptable provided they meet the functional criteria?	An addendum to be issued to include use case studies as evidence. The appropriate extension will be granted as per the SON guidelines.		Closed
138	Evaluation Criteria - Use Cases			There is no maximum recency window for reference letters.		Closed

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#	Subject Area/Reference in RFP	Date Received	Question/Query	TPL Response	Date Responded	Status/Notes
139	Evaluation Criteria - Use Cases		In-Progress Reference Acceptance — A previous bidder query referenced in-progress projects. Beyond TPL's response that international references are accepted, can TPL confirm whether in-progress / partially completed S/4HANA conversion engagements (with documented milestones achieved) are acceptable as references, particularly given the limited pool of completed IS-OIL conversions globally?	Referenced project must be completed.		Closed
140	General - Expected Start		Programme Start Date — What is the anticipated programme start date following award, and what is the expected mobilisation lead time (e.g., 4 weeks, 6 weeks)?	Start date will commence upon contract sign off (+ 4 weeks after award). Anticipated mobilisation expected lead time is 6 weeks post contract sign off.		Closed
141	General - Internal Audit		Internal Audit Engagement Cadence — At what frequency and at which milestones is Transnet Internal Audit expected to be engaged during the programme, and is there a defined audit gate framework the bidder must align to?	There is no defined specific Internal Audit cadence or audit gate framework; however, bidders must align to a phase-based governance model with periodic assurance engagement, formal milestone sign-offs, and Go/No-Go decision gates throughout the programme lifecycle. These gates should typically align with the SAP activate methodology phases.		Closed
142	General - Training		Knowledge Transfer Acceptance Criteria — What are TPL's acceptance criteria for knowledge transfer (e.g., named TPL resources certified, documentation handed over, a defined "shadowing" period during hypercare)?	Refer to SLA and SOW		Closed