



BID CLARIFICATION

Form No: RW SCM 00041 F

Revision: 03

Effective Date: 31 Jan 2023

Bid Number **RW10394885/25**
Clarification Number **01**

Enquiries: Vongani Mageza
Direct Line: 011 682 0675
E-mail: vmageza@randwater.co.za
Date: **15 October 2025**

BID NUMBER RW10394885/25

BID DESCRIPTION: PROVISION OF TECHNICAL AND FUNCTIONAL SUPPORT AND MAINTENANCE FOR SAP R/3 ECC6 EHP7 AND SAP S/4 HANA FOR A DURATION OF 5 YEARS (60 MONTHS)

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The pages referenced are the pages of the **RW10394885/25** bid document. **BID DESCRIPTION: PROVISION OF TECHNICAL AND FUNCTIONAL SUPPORT AND MAINTENANCE FOR SAP R/3 ECC6 EHP7 AND SAP S/4 HANA FOR A DURATION OF 5 YEARS (60 MONTHS)**

This clarification consists of statements in the following pages.

[

SIGNATURES

Buyer Name :

Sourcing Manager Name:

Sign :

Sign :

Supply Chain Manager Name :

Sign :

[

Q. Tender in the subject line refers.

Please advise if the tender requires an accredited SAP service provider.

A. Reference to bid document on page 7

Questions and answers

1. Is the support and maintenance going to be based on-site at Rand Water's office in Glenvista.

Yes, as and when required

2. Will work-from-home days be allowed.

Yes, but in the event meetings are physical consultant will be required to be present.

3. Are we allowed to submit Foreign National's CVs.

Preferably local for when physical meetings are scheduled This will then be efficient

4. What are the working hours. 8:00 – 16:30 but overtime can be requested.

Support & Maintenance services will be required during working hours (08h00 – 16h30) Mondays - Fridays. Afterhour/weekend work is dependent on prior approval by the Rand Water Contract/ Project Manager before commencing.

5. Will the candidates be given 12-month contracts at time renewable annually.

Rand Water enter into a contract with Service Provider, in the event the employee leaves your employ Rand Water should be notified and the replacement consultants should be announced. Rand Water reserves the right to interview the consultants

6. For Years 2,3,4 and 5 must we apply CPI increase based costing.

Refer to section C - Risk Introduced by Bid Qualifications (e.g. limitations, assumptions, limited liability etc.) allows you to declare such

Q. On page 51, item 21 (SAP Solution Manager) is a duplication of item 16 (Solution Manager). The appears on page 56 as well. Please clarify if this is correct.

A. This is a Duplication of Items 16 and 21 and on page 51 and page 56. Please respond to any of the two but one.

Q. What K-Level should be used in the pricing table and propose resources

A. Refer to BID Functional Evaluation page 7

Q. It was noted on page 9 paragraph T.1.3.3. Preference Point System - 80/20 will be applied in the bid. According to our calculations the value of this bid will exceed RM50.0.

A: Rand Water Terms and Conditions to apply, the bid is 80/20

Q. Refer to Annexure, page 56 - Is the evaluation criteria for serial number 16 and 21 exactly the same and if different, what is the difference.

A. This is a Duplication of Items 16 and 21 and on page 51 and page 56. Please respond to any of the two but one.

Q. Please confirm that the service provider will provide SAP support is 3rd level support. Our understanding is that Rand water will provide level 1 & 2 support via its own inhouse consultants.

A. Yes, Level 3

Q. What are the number of SAP Users? Total as well as breakdown per Module.

A. Currently, 1575 this number increases as the organisation grows

Q. What is the level of customization for the various SAP modules? Level 1-3.

A. All modules are customized

Q. Please express as a percentage, the level of customization for each SAP module.

A. Customization various

QIndicate the availability of documentation and the level of completeness.

A. To be provided when BID awarded

Q. Please provide the SLA for the SAP support services.

A. SLA will only be completed when BID awarded however the Bid Document has some binding legal clauses to be considered

Q. Please provide call volumes for a period of 36 months.

A. To be provided when BID awarded

Q. We require a view of calls classified by SAP Module and Priority level and support level i.e., Level 1-3.

A. To be provided when BID awarded

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

A. To be provided when BID awarded

Q. The current pricing schedule that must be completed works on the basis that every technical resource listed (23 positions) will work a total of 160hrs per month for 5 years. We need to confirm if this is indeed correct to ensure our pricing is accurate and reflective of the scope of work.

A. This is an ad hoc contract that is based on as and when required, therefore a time and material basis where the hourly rate is provided. 160 hours is capped hours in a month.

Q. Do you require R/3, EEC6 or S/4 references as in all three or just EEC and S/4?

A. BID reference Functionality Evaluation page. 7

Q. Company experience for 5 years or resource experience 5years?

A. BID reference Functionality Evaluation page. 7

Q. What is your current ERP system on SAP?

A. ECC6 EHP7

Q. Location – on-site, hybrid or remote?

A. Hybrid

Q. Can we duplicate pages for the requirements in our response?

A. Comply with the Scope of Work

Q. Will Rand water accept global/International references?

A. All references confirmation from client must be contactable and verifiable.

Q. Can we submit profiles of international consultants, or are only South African citizens or those with valid South African work visas eligible?

A. Preferably local for when physical meetings are scheduled This will then be efficient.

Q. For references, do they need to be local, or can we also include our African and global references?

A. All references confirmation from client must be contactable and verifiable

Q. Please may we ask for clarity regarding section C of the functionality evaluation as to what you would like for us to submit with regards to this section

A. Risk Introduced by Bid Qualifications (e.g. limitations, assumptions, limited liability etc.) such as price variation and escalation (CPI) or Resource (staff turnover)

Q. We have the following question regarding references as depicted on page 7.

Statement: We have reference letters that depicts ECC6 and S4 HANA but we don't have reference explicitly for SAP R/3 and ECC6

A. Submit as per bid scope of work and evaluation will be done accordingly

Q. If R/3 and EHP7 is not reflected, would it be disqualification or do we get less points. If the latter is correct,

A. The SAP Version ECC6 EHP7 with the aim of migrating to SAP S4/Hana

Q. What is scoring punishment?

A. Not in a position to respond to scoring at this stage as this is an evaluation process after submission.

Q. Should reference letters depicted all three areas in one reference letter or could it be different reference letters? E.g.: we have reference letters that only depicts S4/HANA.

A. BID reference Functionality Evaluation page 7 – ensure to include the required as per scope of work

Q. Our partner has the SAP OEM accreditation. Would we be disqualified if we go in sub-contractor agreement? . Or what type of partnership is foreseen from your perspective

A. BID reference Test for responsiveness page 7 - ensure to include the required as per scope of work

Q. Adapt IT is interested in responding to the bid. Could you please confirm whether the required resources must be strictly local, or if external resources are also acceptable?

A. Preferably Local for when physical meetings are scheduled. This will be efficient.

Q. Could you please confirm whether the expectation is for bidders to provide a list of resources capable of supporting and maintaining both SAP R/3 ECC6 EHP7 and SAP S/4 HANA over the full 5-year period, along with the associated pricing for these resources?

A. Yes it is expected as such

Q. Do you currently have an established Service/Support Desk in place? If so, could you please confirm what software or platform is used to manage it, and whether the desk is manned 24/7?

A. Yes, Motadata

Q. We would be grateful if you could provide responses at your earliest convenience, or advise if there is a specific deadline by which clarifications will be issued.

A. as per on the bid document on page 3

Q. I just want to confirm if the submission of the SAP letter of partnership - OEM Accreditation letter is a mandatory requirement, meaning if the OEM partnership certificate letter is not submitted, then the bidder will automatically be disqualified?

If yes, are you expecting the bidder to submit a specific OEM partnership accreditation letter?

I've attached a screenshot of a section relating to this from the tender document.

A. This is one of the responsiveness requirements – Rand Water expect an accredited letter from OEM, SAP confirming that you are their Partner in this scope of work



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S. No.	Document Name	Page No.	Section Number	Vendor Question	Rand Water Answer
1	RW10394885-25 Bid Document SAP support ECC	General		What is the expected project delivery model e.g. 100% Onsite or 100% Offshore or Functional Consultants at Onsite & Technical Consultants from Offshore? Please confirm.	Preferable local when physical meetings are scheduled This will then be efficient.
2				In case of Onsite, do Rand Water expects all the consultants to be available at centralized location like Rand Water Head office? Please confirm.	This is modular base solution however in some instances requirements might lead to the congragation of everyone assigned to Rand Water SAP Support in total depending on the issue at hand.
3				In case of Offshore, Is it allowed Consultants to work from out side South Africa? Like TechM India Offices? Please confirm.	Not preferred , refer to item 1
4	RW10394885-25 Bid Document SAP support ECC	50	C2.2. PRICING SCHEDULES / BILLS OF QUANTITIES (BoQ)	QUANTITY(capped hrs per month) - We understand max. hours/capped Hours for each consultants are 160. Kindly let us know expected minimum capped/billable hours for each consultant? Please confirm.	Depends on the work delivered by the consultant so both parties Rand Water and Service Provider will endeavour to work toward capped hours that is 160.
5	RW10394885-25 Bid Document SAP support ECC	50	C2.2. PRICING SCHEDULES / BILLS OF QUANTITIES (BoQ)	Estimated delivery period (where applicable) - What is expected requirement schedule for each skill/resource? Please confirm.	The Service Level Agreement (SLA) that will be agreed upon will contain the turnaround times. The availability of recourse is expected when SLA is signed off.
6	RW10394885-25 Bid Document SAP support ECC	7	T1.3.2. FUNCTIONALITY EVALUATION	The reference must be written confirmation from clients - Reference can be provided across the globe. Is this understanding correct?	The reference must be written confirmation from clients Yes Reference can be provided across the globe. Yes All references confirmation from client must be contactable and verifiable
7	General			How many SAP end users are there?	1575
8	General			What is the DB Size.	3 TB
9	General			Could you provide the SAP OS & DB details?	Windows 2012 Oracle 12C (to be migrate to SAP Hana)
10	General			What is integration architect for Non-SAP with SAP app	BID Reference pg 53
11	General			The reference must be written confirmation from clients - Reference can be from client where Managed Services support and maintenance project is continuing or it must be completed and closed? Please clarify	All references confirmation from client must be contactable and verifiable



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S. No.	Technology / Tower	Document	Section and page	Supplier's Question	Response from Rand Water
1	Common	RW10394885-25 Bid Document	NA	Please share application details about ECC, S/4HANA, and other connected systems in scope. Their existing service model (RISE or outsourced / own managed?). Is it possible to share SAP and integration architecture diagram. This will help us understand the architectural landscape that needs to be supported.	Refer to BID pg. 53
2	Common	RW10394885-25 Bid Document	TABLE 3.2.1 SAP MODULES	Please share the last 1 year ticket details (Incidents, Service Requests, Change Requests, Problem Requests, etc.) by module / systems which are in scope. This is required to understand the current challenges and propose relevant solutions, team size and the efficiencies and optimizations that can be brought into the SAP AMS landscape.	To be provided when BID awarded
3	ISU	RW10394885-25 Bid Document	TABLE 3.2.1 SAP MODULES	1. What are the functionalities of SAP - ISU being used currently? (Metering, Billing, FICA etc.). Please share details 2. In the table, it is also mentioned "Integration to Oracle systems such as Oracle Billing System". Can you please clarify where the Billing functionalities are maintained - only Oracle or as well as SAP ISU? Please share the billing functionalities as per systems if Billing functionality co-exist between both SAP and Oracle.	1. None 2. Only Oracle



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4	SAP SaaS	RW10394885-25 Bid Document		What are the SAP SaaS applications currently in use? E.g. SuccessFactors, Ariba, SAC, etc.	BPC
5	Migration	RW10394885-25 Bid Document	TABLE 3.2.1 SAP MODULES Page 53	Scope of work mentions "S/4HANA Migration", is migration / conversion also part of scope? or only support in readiness check, consulting and advisory as regular AMS service?	As per the scope of work pg 52
6	BTP	RW10394885-25 Bid Document	NA	Are any BTP services being used currently and is BTP support required?	As per the scope of work under Migration to S/4HANA pg 52
7	ITSM	RW10394885-25 Bid Document	NA	What is the ITSM tool used and are there any automations (Orchestration, Automation, AIOps capabilities) already in place?	Motadata
8	Common	RW10394885-25 Bid Document	NA	Please share the SAP product roadmap planned for transition, e.g. PO to Integration Suite (by 2026), SolMan to CALM (by 2027) etc.	To be provided when BID awarded
9	Service Management	RW10394885-25 Bid Document	NA	Are there any location specific requirements that the supplier should consider? We would want to understand if there are any data containment requirements within South Africa. Would Rand Water be open to Onsite and Offshore mode of service delivery?	Preferable local for when physical meetings are scheduled This will then be efficient.
10	Commercial	RW10394885-25 Bid Document	T2.2.3. ALTERNATIVE BID	It is understood that Rand Water needs the commercials to be framed in terms of per resource billing, would Rand Water be also open for a fixed price commercial discussion covering the entire scope under alternative bid? For us to be able to incorporate a fixed price proposal with optimization and efficiencies put into place, would request you	Various per module depending on the enhancement required.



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				to kindly share volumetric information of tickets, user count etc.	
11	Service Management	RW10394885-25 Bid Document	T2.2.12. PENALTY TABLE	Please share the service level expectations (SLA/KPI). E.g. Response & resolution time expectations, working hours, shifts requirements, etc. In absence of this, we can propose our typical SLAs & KPIs that are offered as part of SAP AMS engagements for Rand Water to review and advise.	To be provided when BID awarded
12				<p>In the scope mentioned, Integration of SAP to other systems:</p> <p>A. Integration to IBM Tools/Systems such as: FileNet, Maximo</p> <p>B. Integration to Microsoft Tools/Systems such as: EPM (Microsoft Projects), SharePoint Tool, Biztalk Tool</p> <p>C. Integration to other systems such as: Quantum - Treasury System, Infoslips – E-Payslip, Signify – HR and LMS, ACL Robotics</p> <p>Supplier understands only the SAP integrations have to be maintained which are integrating with multiple applications, technologies. Applications outside SAP will be maintained by Rand Water/existing vendors and not part of the scope. Please confirm the understanding is correct.</p>	Only the SAP integrations



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13	Transition	RW10394885-25 Bid Document	T1.1. BID NOTICE AND INVITATION TO BID; Page # 3	How is the AMSE service currently being done? In case of a new supplier, what is the vision & requirement on transition of services? Let us know the support and maintenance for SAP R/3 ECC6 EHP7 AND SAP S/4 HANA for transition period to be considered within a duration of 5 years (60 months).	As per the BID
14	Commercial	RW10394885-25 Bid Document	T1.2.7; Page # 4	Is there any specific pricing template is going to issue to detail out the logical sequence as mentioned in the RFP document? Alternatively, we can use the pricing annexure C 2.2 and provide the detailed rate cards in excel and PDF formats. Please advise.	Complete Pricing schedule
15	Location	RW10394885-25 Bid Document	C2.2. PRICING SCHEDULES / BILLS OF QUANTITIES (BoQ); Page 50	Let us know these 23 SAP skills are to be deployed at your premises? Alternatively, to keep the rates cost effective, we can also propose rates from Nearshore regional offices from Johannesburg and our global offshore delivery centers. Please advise on this.	Hybrid Preferably local for when physical meetings are scheduled This will then be efficient.
16	Coverage	RW10394885-25 Bid Document	C2.2. PRICING SCHEDULES / BILLS OF QUANTITIES (BoQ); Page 50	Let us know the application support coverage requirement for SAP applications. Pls confirm to consider support window i.e 8*5 or 16 *5 or 16*7 or 24 * 5 or 24*7?	160 hrs. capped per module per month



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17	Scope	RW10394885-25 Bid Document	C3.2. SCOPE OF WORK; Page # 52	We understand there is a scope of Technical AND Functional Support AND Maintenance Services pertains to both SAP R/3 ECC6 EHP7 and SAP S/4 HANA. Does this mean the supplier is require to support for both the landscapes SAP ECC as well as SAP S/4HANA. Let us know if there is any migration activity roadmap planned for SAP ECC to S/4HANA. Pls share the details.	Yes, there is a requirement to support both. Migration Plan underway.
18	Scope	RW10394885-25 Bid Document	Rand Water Business uses other reporting tool such as; Page # 54	There are reporting tools mentioned such as Power BI, Oracle report builder and Tableau. Does this mean these reporting tools are also to be consider as part of scope. Pls let us know the details.	Yes, they source data from SAP
19	Processes	RW10394885-25 Bid Document	General	Pls share the details of Business Process Master List (BPML) at least up to Level 3 or Level 4 processes for SAP functional modules?	To be provided when BID awarded
20	Automation	RW10394885-25 Bid Document	General	Let us know the details of any Automations implemented in addition to standard S/4HANA capabilities. Such as RPA, Chatbots, SolMan alerts or any other Automation implemented.	If there is a requirement to source data from SAP, you may be required to support the Team to deliver
21	Architecture	RW10394885-25 Bid Document	General	Can we get the Architecture overview including the downstream and source systems and their version details for SAP applications?	To be provided when BID awarded
22	Scope	RW10394885-25 Bid Document	General	Pls share the complete count of WRICEF objects, Interfaces (inbound / Outbound), SAP BW modelling objects, BPC Planning layouts and any other inventory to consider	To be provided when BID awarded



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				as part of support scope. Pls share the details.	
23	Scope	RW10394885-25 Bid Document	General	Are there any inflight, transformation projects / activities which need to consider as part of Managed services program. Pls let us know the details.	Migration to SAP S/4 HANA
24	Scope	RW10394885-25 Bid Document	General	Are there any non-ticketed activities to consider as part of scope (For eg: Monitoring, Audit Support, Month End/Year End Support, Refreshes etc.). Pls share the details.	Yes
25	Scope	RW10394885-25 Bid Document	General	Do we consider the monthly capacity to factor for Minor / Major enhancements to be included in the Managed Services scope? (Code development / Review / Data Migration)	Yes
26	Transformation	RW10394885-25 Bid Document	General	Please provide details of your future Application/IT Transformation plans as part IT roadmap and if that would affect the AMS services in any way.	To be provided when BID awarded
27	Objectives	RW10394885-25 Bid Document	General	Please let us know if there are any project objectives as part of managed services.	To be provided when BID awarded
28	Objectives	RW10394885-25 Bid Document	General	1. Please share the details about Rand Water's current maturity level in Agile/DevOps.	To be provided when BID awarded
29	Objectives	RW10394885-25 Bid Document	Tools	Please share the tools currently available in the Rand Water landscape: 1. Testing - Automation, Performance 2. CI/CD Tools 3. Application Monitoring/Application Performance Monitoring	To be provided when BID awarded



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			In case of Onsite, do Rand Water expects all the consultants to be available at centralized location like Rand Water Head office? Please confirm.	This is moduler base solution however in some instances requirements might lead to the congrration of everyone assigned to Rand Water SAP Support in total depending on the issue at hand.
			In case of Offshore, Is it allowed Consultants to work from out side South Africa? Please confirm.	Not preferred , refer to item 1
RW10394885-25 Bid Document SAP support ECC	50	C2.2. PRICING SCHEDULES / BILLS OF QUANTITIES (BoQ)	QUANTITY(capped hrs per month) - We understand max. hours/capped Hours for each consultants are 160. Kindly let us know expected minimum capped/billable hours for each consultant? Please confirm.	Depends on the work delivered by the consultant so both parties Rand Water and Service Provider will endeavour to work toward capped hours that is 160.
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General			How many SAP end users are there?	1575
General			What is the DB Size.	3 TB
General			Could you provide the SAP OS & DB details?	Windows 2012 Oracle 12C (to be migrate to SAP Hana)
General	53		What is integration architect for Non-SAP with SAP applications?	BID Reference pg 53



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