

1. Is there a total number of support hours we need to base our response on?

This is a service, so how the bidder allocate your resources will depend on the service provider after assessing the business need.

**Office hours are : 07h30 to 16h30 during the week
Basis should be available to attend to system issues 24/7*365 days**

2. What is the support hours breakdown per module per month?

This is a service and all modules will be supported on a full time basis. Please refer and use pricing template on the internet when doing the pricing.

3. On the issue of support staff on the ground, what is your take on offsite support?
As mentioned above, all modules should have full time support on site and since it's a service the department only requires the service to be delivered. How the resources are allocated depends on the bidder. Please utilise the template in your response.

4. Regarding the above tender notice, do you know if the site attendance register will be made available on the DWA website? Or would you have a copy perhaps? Your assistance would be greatly appreciated. Thank you so much. Have a great day.

The attendance register is already on the internet.

5. In the briefing, you made mention that the forms will be uploaded on your website. Please confirm when will that be done and where on the website will this be.

Question referred to SCM for response. This question was supposed to be addressed to SCM as Mr Mdletshe mentioned in the briefing session.

6. Also, will the outstanding issues from the briefing be uploaded at the same time as well?

All documents that were requested in the briefing session have been uploaded. The COE structure will be uploaded today 28/1/16.

7. I hope this mail finds you well, as stated in the briefing session may I please have the list of third party applications that Integrate the SAP application.

SAP interfaces with WARMS and Persal. The WARMS interface is done through SAP PI/XI module. Persal interface is built to extract financial data for the CMA's from Persal to SAP and it is built on ABAP programs. The persal interface will phase out as soon as all CMA's are ready use SAP HCM module.

8. Please assist on how do we complete SBD 3.3 and the pricing only calls for resource rate card only ,then there will be no Total bid price.

The pricing template has been uploaded on the internet. Please utilise the template in your response.

QUESTION LOG: BID DWS11-0116 (WTE) DEPARTMENT OF WATER AND SANITATION

APPOINTMENT OF A SERVICE PROVIDER TO SUPPORT AND MAINTAIN SAP ECC6

28 January 2016

NO	QUESTION	REFERENCE	DWS response
1	Please confirm the number of copies of the original response required? Is 1 Original plus 3 copies or 5 copies	Page 24 of 26	3 copies as mentioned in the briefing session
2	Should pricing be included on the USB		A template has been uploaded on the internet for pricing
3	Should the pricing also consist of one original and 5 copies?		Yes, the financial proposal should also be 1 original and 3 copies.
4	Please confirm that each page must be signed, or will an official Company Stamp on each page be sufficient?		A stamp can also be used.
5	Need a view of CMA planned projects. Please provide and start and completion dates for all the projects. The 2 and the 7 CMA's.	Page 4 of 26	Three CMA's are going live in July and the rest will go live as soon as they are established. Please note that the 6 proto CMA's are currently using SAP.
6	Need a view of when the implementation of Real Estate and ESRI-GIS will be completed?	Page 9 of 26	The timelines for the implementation of Real Estate and GIS have not yet been determined.
7	Q4, of the Pricing Schedule - SBD 3.3: We may have more resources than the space provided. How should we show all the resources?		Please attach an additional table in the relevant format. Please refer to this table on SBD 3.3.
8	Q5, of the Pricing Schedule - SBD 3.3: Indicates pricing for the project		Respond only to questions relevant to support service. Please attach an additional table in a

	<p>phases. Please confirm if this is correct as this is a support contract. Q6 & Q7 also refer to project details. Please verify if a response is required for these questions.</p>		<p>format relevant to the project, if necessary. Please refer to this table on SBD 3.3.</p>
	<p>The RFP document seems to require a Letter of Reference from a current / previous customer stating that the bidder already have 5 years ECC6 and ISU experience. If less than 5 years the bidder will be disqualified.</p> <p>Our understanding at the briefing session is:</p> <p>%DWS choses to work with an organisation that has been in existence for 5 or more years. With that, evidence of ISU is required. Thus not necessarily 5 years of ISU, but definitely 5 years of market presence.+</p> <p>Please clarify which is correct?</p>	<p>Page 21 of 26: Phase 2 Technical Mandatory</p>	<p>The requirement is that the bidder must have at least 5 years ISU experience. A letter of reference from a customer is required to support this fact.</p>

1. Pricing template
The tables request a rate card and total price.

The total price cannot be summed as there is no amount of hours or quantity of resources provided.

How would DWS expect the service provider to calculate and submit the Totals?

A: Please refer to revised template on the internet

2. You also indicated the structure and the current resource base of the CoE and contractors will also be made available on the web site. **When do you expect the information to be published?**
A: 05 February 2016
3. During the briefing session it was also communicated that a response format will be published on the website on 25 January 2016. **When do you expect that to be published?**

A: The response format is already published on the internet on the website under tenders.

4. The incidents report provided on the website. **Please clarify if this is the call volumes for a) a specific month or b) average per month (if so over what period) or c) per year.**

A: This are incidents since SAP ECC go live date 04 August 2015

5. Can you please confirm which Helpdesk System is DWS currently using?
I see most of your other SolMan functionality is implemented but not yet live(ref: page14 of 26).
What is DWS expectation on these?

A: The department is using ITSM7 Remedy system. The Solution Manager functionality is ready to go live, the only thing that's in the way is the integration of solution manager and Remedy, but either than that, functional configuration is complete, and Remedy is still the system that handles our incidents.

S.No.	Area	Query
1	Bid Structure	Please mention if the deal is fixed bid or a T&M bid or do we just need to give Rate card. Refer to revised pricing template for more information. Its fixed for WTE and time and material for CMAs.
2	User base	Please mention the SAP user-base i.e. number of SAP users 1070 (will increase when users are familiar with ESS/MSS functionality).
3	Ticket Data	Please provide SAP ticket data for the last 12 months with the following details: 1. Open and Close Time 2. Ticket Type (Incident/Service Request) 3. Module wise break up 4. Short Description Uploaded on the internet
4	Batch jobs	Please provide monthly count of batch jobs being run on SAP
5	Current State	Please provide current team size and structure Uploaded on internet
6	SLAs	Please provide SLAs / expected SLAs to be adhered to Uploaded on internet
7	Enhancement Capacity	Please state the planned enhancement capacity in hours / month or hours / year Information not yet available
8	Role Descriptions	Section 5.1.2 contains a high level understanding of the various responsibilities and tasks that are required to be delivered. Please provide detailed descriptions for the same, including expected industry experience levels. Base the response on the terms of reference and revised pricing template. they will provide guidance.
9	Service Coverage	Please mention the expected service coverage requirements for SAP application support and BASIS support. Refer to terms of reference
10	Commercial Evaluation	If it's a rate card based bid, how do get commercially evaluated ? SAP support for WTE is a service and for the CMAs you have to refer to the revised pricibg template.

1. Is this going to be a 100% ONSITE support, whereby all the consultants will be in DWA Head Office in Pretoria to handle the SAP applications

A: There are core modules that will require 100% onsite support. This is a service, the bidder will determine how the resources are allocated depending on the business needs.

2. Is Onsite/Offshore Support allowed, whereby we provide a team of SAP consultants in your HO to interact with the SAP users. All resolution of works, queries will be done from Offshore, India Office.

A: It's not easy to respond to this question because it's not clear to me as to how your off shore support processes will be aligned to DWS processes.

3. On your revised COE structure, the Sales and Distribution resource requirements is cut-off. Can you please advise on same.

A: Sales and distribution functionality that has been implemented is very minimal, this is one of the modules where a resource can be availed if there is a business need for service.

4. Secondly, on the HCM, am I correct in saying that the Outsource requirement is 4?

A: Yes you are correct, HCM implementation includes payroll, human resources, travel and ESS/MSS processes. Payroll on its own requires 2 100% on site support resources.