




TO: All Bidders

DATE: 05 September 2024

TEL. NO.:

EMAIL:

FROM: Sally Alvarez de Schreiner
Chief, Procurement Services Section

REF.: RFP 2024-0104/HASAN 

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SUBJECT: **RFP 2024-0104/HASAN – Provision of SAP Support Services
Clarification No. 1 and Extension of deadline**

Dear Bidders,

In reference to RFP 2024-0104/HASAN concerning the Provision of SAP Support Services, please find attached the Clarifications No. 1 to questions raised by interested bidders.

Furthermore, the deadline for the submission of proposal is hereby extended from 9 September 2024 to **Monday 23 September 2024 17:00 hours, Vienna (Austria) local time.**

Please take all of the above and attached documentation into account in the preparation and submission of your proposal.

We are looking forward to receiving your proposal prior to the extended submission deadline of **Monday 23 September 2024 17:00 hours, Vienna (Austria) local time.**

Sincerely,

SAS
Sally Alvarez de Schreiner
Chief, Procurement Services Section

Attachments:

- 1. Questions and Answers – Clarifications No. 1*

	Questions	Answers
1	As per the RFP, Ariba Sourcing & Contract are mentioned as being in the scope of this RFP. Please let us know if any other Ariba solutions need to be considered for RFP?	Initially Ariba Sourcing & Contract; additional modules may be added at a later stage. Kindly see Annex B -Terms of Refence referring to Ariba systems.
2	Is Classic Sourcing or Guided Sourcing implemented at CTBTO?	Classic Sourcing is in place and Guided Sourcing will be implemented at the later stage
3	Which application is used for Requisitions, Purchase Orders, Goods Receipt, Invoice, and so on? Is it Ariba B&I or is it done in ECC/S4Hana?	Currently ECC, but transition for another ERP is planned in the future
4	Please provide details of the backend ERP with which the Ariba instance is connected and their versions. (ECC or S/4 Hana or multiple systems to be considered)	ECC EHP6
5	Are you using SAP Integration Suite, a managed gateway for spending management, and SAP Business Network (Ariba CIG) to integrate the SAP ERP systems into Ariba?	Yes
6	Please provide details for any third-party solutions/tools integrated (if any) with Ariba solutions.	There might be some third-party tools integrated in SAP ARIBA. This information will be provided to the successful bidder
7	Please list the regions and countries that SAP Support Services covers.	Austria
8	Please share the Number of company Codes, Employees, Locations, and Employee categories.	The information will be provided only to the successful bidder and only upon the full contract signature
9	What is the integration platform (CPI / Dell Boomi)?	CPI
10	Is there any integration for Time-Off (Absence/Attendance)?	Yes
11	Is IDOC used for Cost Center integration / any integration related to HCM?	Yes
12	What is employee data replication frequency?	Not Applicable
13	What is Business Partner creation and sync frequency? Are there any issues due to replication?	Not Applicable
14	What is the frequency in which payroll is executed (Weekly, Fortnight, Monthly)	Monthly
15	Do you use any customized processes or reports? Do you have any current issues?	Yes we do have customized processes or reports and issues at the moment are minimal
16	How often payroll time data is replicated or synchronized between different systems within the SAP HCM Payroll environment? Please state current issues, if any	Not Applicable
17	What are the modules implemented in SF & workbooks?	All modules
18	Do you have Inbound & Outbound integration within SAP & third party?	Yes
19	Please provide details of the BTP License owned, along with a list of active BTP services	Not Applicable
20	Please provide more information about developments implemented on BTP accounts	Not Applicable
21	Please provide details on the BTP landscape - number of global accounts, subaccount, and tenants	Not Applicable
22	Is SSO implemented for BTP? If yes, how many IAS tenants are active?	Not Applicable
23	Please provide details on the type of BTP developments in the ECC system	Not Applicable
24	Please provide details on the type of BTP developments in the SuccessFactors system	Not Applicable
25	Please provide details on the type of BTP developments for the Ariba system (if any)	Not Applicable
26	Please provide details on the type of BTP developments in the Portal for the Travel & Shopping Cart access system	Not Applicable
27	Has the Portal for Travel and Shopping Cart been developed using BTP services? How does it interact with any of the systems - ECC / SF / Ariba?	Not Applicable

28	Is a CI/CD pipeline implemented for BTP developments? If yes, please provide more details.	Not Applicable
29	Please provide number of custom developments for all categories - Reports, Interfaces, Conversions, Enhancements, Forms and Workflows	The exact numbers can not be provided; current system has medium level of custom development
30	What is your current organizational structure (Finance & logistics) regarding operating concerns, controlling areas, number of legal entities, profit or business areas, number of plants, storage locations, etc?	The information will be provided only to the scusfull bidder and only upon the full contract signature
31	Do you use parallel ledgers, and how many do you currently have? Leading and Non-Leading Ledger	Not Applicable
32	Is Grand & Fund managed at individual expenses GL or cost center level?	Yes, at GL
33	Is Portal for Travel and Shopping Cart a part of SAP Concur in your tools lanscape?	Not Applicable
34	What other systems and tools are involved in the current system landscape?	Kindly see Annex B- Terms of References
35	Can you mention the Operating System & database(s) for each SAP System/Solution?	Linux/Oracle
36	Do you have a system maintenance calendar published? If so, can you share that with us?	The information will be provided only to the scusfull bidder and only upon the full contract signature
37	Is SAP License Measurement data shared with SAP yearly?	Yes
38	What is the frequency of conducting SAP Security Audit review?	Quarterly
39	Do you maintain centralized documentation or want to setup that process as part of the engagement?	Yes, we maintain a central documentation
40	Will the Commission or Vendor teams handle the L1 type of issues?	Yes
41	Please share % distribution of L1/L2/L3/L4 type incident	The information will be provided only to the scusfull bidder and only upon the full contract signature
42	Please provide the SAP module-wise number of users	The information will be provided only to the scusfull bidder and only upon the full contract signature
43	What are the ECC, SuccessFactors & Ariba Modules will be covered under the Support scope?	Core functionalities across the systems
44	Can you share last year's system and module-wise spread of ticket numbers?	Approximately 600 (2023 data)
45	Please share the % distribution of High, Medium, and Low complex Incident / Change tickets.	10%
46	What average efforts are considered for High, Medium & Low complex Incident / Change tickets?	Any effort above 8H and more in considered high
47	What are the average number of enhancements (Minor, Major) per month and the average effort for enhancement types	Minimal to zero (historical data)
48	What is the current definition of Minor (L2), Major (L3), Process change/Projects (L4) changes at CTBTO?	L1
49	What is the current definition of an Incident / Change request, or do we need to consider it according to standards?	Standrad ITIL definitions
50	Do you have third-party applications/integrations of non-SAP systems with SAP? Please provide the list.	Yes The information will be provided only to the scusfull bidder and only upon the full contract signature
51	Please let us know the present level of documentation (type of documents) maintained for the in-scope systems.	Excellent/Detailed
52	Are there any in-flight projects /new process implementations currently running?	Yes
53	Has there been any recent Go-Live / New process implementation that is to be included in the Support, and is the Knowledge transfer plan ready for it?	Yes
54	What are the countries to be considered under support? [to understand the tax structure for Procurement process (MM) and Payroll configurations/calculations]	Austria

55	Which ticketing system is being used at CTBTO?	JIRA
56	Are there any non-ticket-based activities involved, such as job Monitoring, Training, Workshops, Reporting, etc. (What activity-wise tentative efforts should we consider under AMS scope ?)	None
57	AP SuccessFactors HXM - What solutions within SuccessFactors HXM are currently in place	Recruitment, Performance & Goals
58	Ariba - Is it correct that only Arbia Sourcing and Contract Management are in place	Please see answer 1
59	BTP/ABAP - Are there other development environments in place than ABAP (steampunk) like Cloud foundry or integration suite?	Not Applicable
60	What solution is meant to be enhanced? BTP, ECC (S/4) or both?	Please see answer 3