

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 as onsite and or offsite on a full-time basis and as and when required.

| Service | Title / Role | Resource Location | Rating | Experience | Quantity |
|--|-----------------------------------|-------------------|--------|--|---|
| <p>1. Certified SAP Consultants (Maintenance and Support) of ERP in the Finance Module.</p> <p>2. More than 5 years' experience on SAP Capture</p> | PROJECT MANAGEMENT | | | | |
| | 1. Project Management | Offsite Fulltime | K6 | <ul style="list-style-type: none"> 10 years' experience in the SAP ERP environment and has completed several full life cycle SAP projects implementation in various industry sectors. | 1x Resource per each service (MojaPay and Guardian Fund) |
| | 2. Project Administration support | Offsite Fulltime | K6 | <ul style="list-style-type: none"> Provide support, change management and business analysis roles in diverse projects. | |

| Service | Title / Role | Resource Location | Rating | Experience | Quantity | | | | | | | | | | | | |
|--|-----------------|-------------------|--|------------|----------|-----------------------------|----------------------------|-----------|--|----------------------------|----------------------------|-----------|--|---------------------------------|-----------------|-----------|--|
| <p>SAP SUPPORT AND MAINTENANACE SERVICES</p> <p>The applications are running on SAP ECC6.0 version, an upgrade to SAP ECC 6.0 Enhancement Pack 8 version is required.</p> | | | | | | | | | | | | | | | | | |
| <p>1 x Resource per each service (MojaPay and Guardian Fund)</p> | | | | | | 1. Service Delivery Manager | Offsite or Onsite Fulltime | K6 | Minimum 5 or more years' experience in managing service delivery project in ICT environment | 2. Integration Management: | Offsite or Onsite Fulltime | K6 | <ul style="list-style-type: none"> • 10 years' experience in ERP integration. • Specialist worked on multiple integration projects. • Leading technical aspects of projects JSON. XML, CSV file formats supporting complex integration workflows. • Experience of functional business process with SQL query and ERP back-end knowledge. | 3. SAP FI/CO and BPC Consultant | Onsite fulltime | K6 | 10 Years' Experience in implementing, supporting and maintaining SAP FI/CO and BPC Consultant with Financial and Management accounting business knowledge. FI system configuration to cater for financial changes. |
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| | | | | | | 2. Integration Management: | Offsite or Onsite Fulltime | K6 | <ul style="list-style-type: none"> • 10 years' experience in ERP integration. • Specialist worked on multiple integration projects. • Leading technical aspects of projects JSON. XML, CSV file formats supporting complex integration workflows. • Experience of functional business process with SQL query and ERP back-end knowledge. | | | | | | | | |
| 3. SAP FI/CO and BPC Consultant | Onsite fulltime | K6 | 10 Years' Experience in implementing, supporting and maintaining SAP FI/CO and BPC Consultant with Financial and Management accounting business knowledge. FI system configuration to cater for financial changes. | | | | | | | | | | | | | | |

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|---------|---|-------------------|-----------|--|----------|
| | 4. SAP Finance - PSCD Senior Consultant | Offsite fulltime | K6 | <p>10 years' experience of the SAP system and specialising in the following Modules:</p> <ul style="list-style-type: none"> • FI-CA (ISU, PSCD and FSCD), Sales and Distribution (SD) AND Customer Service (CS). • Experience in FI/CO and integration between the modules. | |
| | 5. SAP Finance - PSCD Junior Consultant | Onsite fulltime | K5 | 5 years' experience in SAP Finance with FI and Fund Management. | |
| | 6. SAP Basis Senior Consultant | Offsite fulltime | K6 | <ul style="list-style-type: none"> • 10 years' experience in implementations, upgrades, support of the latest SAP versions and migration of the SAP System. • Knowledge in Project, Operations and Maintenance. • Competent in MS windows, SQL, SAP, Oracle, Database. • Experience SAP basis support. | |
| | 7. SAP Basis Junior Consultant | Onsite fulltime | K5 | <ul style="list-style-type: none"> • 5 years' experience in implementations, upgrades, support of the latest SAP versions and migration of the SAP System. • Knowledge in Project, Operations and Maintenance. • Competent in MS windows, SQL, SAP, Oracle, Database. | |

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|---------|--|-------------------|-----------|--|----------|
| | | | | <ul style="list-style-type: none"> • Experience in SAP basis support. | |
| | 8. SAP CRM Consultant | Onsite fulltime | K6 | <ul style="list-style-type: none"> • 5 years' experience in SAP environment. • ABAP, OO, CRM and WEB developer | |
| | 9. SAP Authorizations | Onsite fulltime | K5 | <ul style="list-style-type: none"> • 5 years' experience in SAP Authorization. • Ensure that the security roles are appropriately assigned to users. • Evaluate business risks associated with security role design. • Implement appropriate controls to address the risks. • Provide recommendations on ways to simplify and streamline the security design. | |
| | 10. Data Migration Specialist | Offsite fulltime | K5 | <ul style="list-style-type: none"> • Data Migration SME with Business analysis experience. • Experience of SQL and Migration tools. | |
| | 11. Multi -Paradigm Language (ABAP) Workflow | Offsite fulltime | K6 | <ul style="list-style-type: none"> • 10 years' experience in SAP – ABAP Developer • Experience in Project planning, Providing guidance, instruction on SAP Solutions and business processes. | |

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|---------|--|-------------------|-----------|--|----------|
| | | | | Experience on different SAP modules: SD, PM, MM, PP and FI/CO including Assets. <ul style="list-style-type: none"> • Experience in IS -U, Public-sector collection and Disbursement (PSCD) | |
| | 12. Advanced Business Application Programming (ABAP) Workflow Senior | Offsite fulltime | K6 | <ul style="list-style-type: none"> • 10 years' experience SAP certified ABAP/workflow. • Experience ABAP workflow development in new, upgrade and maintenance and support. • Knowledge of workflow, forms, reports and data upload. • Major enhancement of standard SAP processes. | |

Roles and responsibility descriptions for the following SAP consulting gradings:

The following categories have been defined for SAP consultants:

K1 = Junior Consultant

K2 = Consultant I

K3 = Consultant II

K4 = Consultant III

K5 = Senior Consultant/Management Consultant

K6 = Lead Consultant/Project Implementation Manager/Implementation Specialist

K7 = Development / Consulting Manager / Platinum or Senior Consultant / Global Support Manager / Senior Project Implementation Manager / Industry Specialist

K8 = Senior Development / Consulting Director / Consulting Vice President