



# REQUEST FOR PROPOSALS (RFP): SAP ANNUAL SUPPORT AND MAINTENANCE

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## Introduction:

Janus Continental Group (JCG), a leader in providing integrated energy solutions and sustainability efforts across Africa, is seeking proposals from qualified SAP Partners for an Annual Maintenance Contract (AMC) and support services. This RFP is aimed at enhancing our existing SAP infrastructure to support our dynamic operations in energy, real estate, and conservation sectors.

## Background

The Group has implemented SAP S/4HANA between 2018-2020 across 19 Entities (Companies) across its 5 Verticals (Petroleum Business, Real Estate and Hospitality, Power Generation, Shared service, and EPC & Services Businesses) operating in 8 countries (Kenya, Uganda, South Sudan, Tanzania, DRC, Zambia, Mozambique, and Mauritius). The implemented SAP modules are FI, MM, SD, PM, PS and HCM. In addition, we have also implemented SAP Success Factors (EC, PMGM & LMS) across the Group.

## Current SAP User Base

Country	Users
Kenya	102
DRC	20
Mauritius	8
Mozambique	8
South Sudan	10
Tanzania	29
Zambia	11
Uganda	5
Total	193

## Detailed SAP Scope

The selected provider will offer comprehensive support and maintenance across our extensive SAP landscape, covering:

Services	Details
SAP Core Modules	FI-CO, MM, SD, HCM, PM, PS
Success Factors Modules	Including but not limited to SF-PM-GM, SF-LMS and SF-EC

Technical Support Services	This includes troubleshooting, regular maintenance, performance optimization, and ensuring robust security across all systems
Development & Enhancements	Emphasis on ABAP and Fiori, including new developments, Reports, enhancements, and UI configurations
BASIS Administration	Extensive system monitoring, timely patch management, configuration adjustments, and effective handling of SAP notes and corrections

**SAP Landscape and Technical Specifications:**

Our SAP environment requires tailored support for each component, detailed as follows, to handle our complex operations that integrate our business. This landscape is hosted on the AWS cloud.

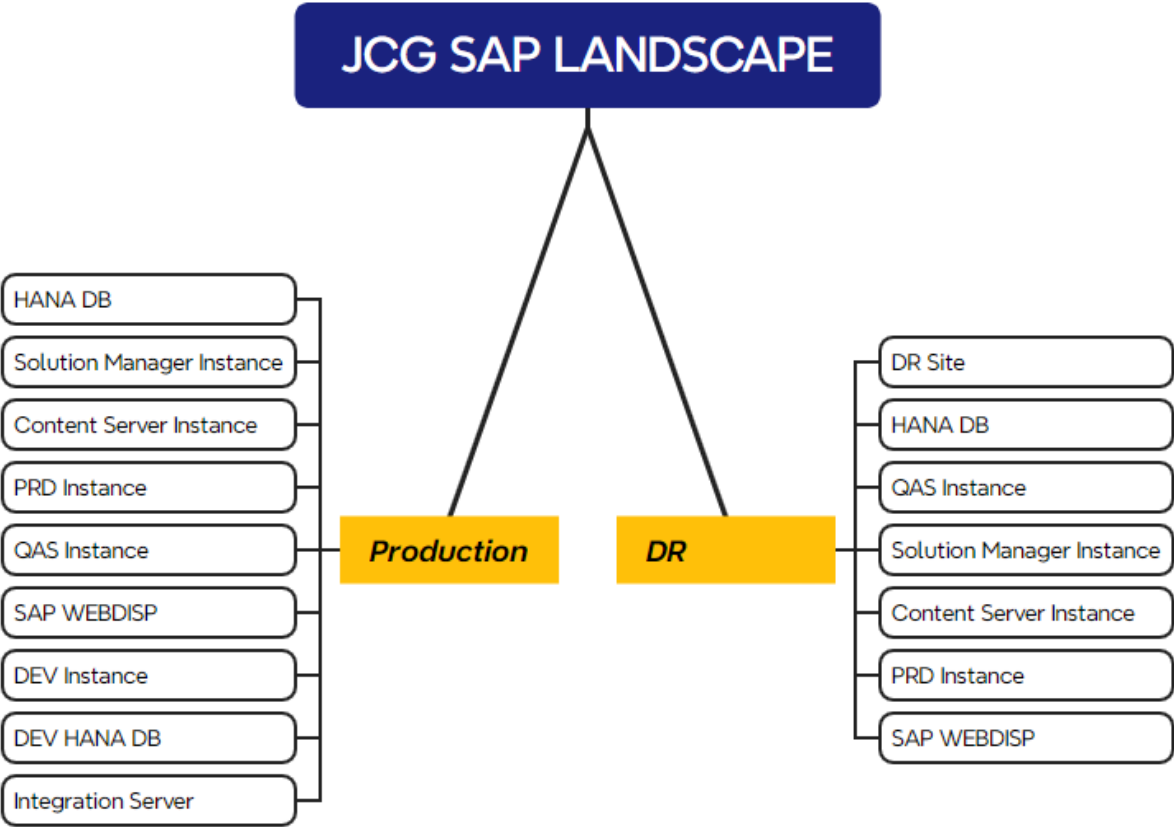


Figure 1

## Internal Capabilities and Expectations:

While JCG has in-house certified resources in some key SAP modules such as MM, SD, FI, and ABAP, the scope of our requirements often surpasses our internal capabilities, particularly in complex system integrations and large-scale troubleshooting. Thus, we seek external expertise to bolster our capacity.

## Vendor Qualifications and Experience:

- **Extensive Experience:** Proven track record of managing large-scale SAP environments across various industries.
- **Proven Capability in SAP Modules:** Expertise in supporting relevant SAP modules, providing functional support, business process consulting, and addressing functional challenges.
- **Collaborative Skills:** Strong collaboration with internal IT teams for smooth operations and effective problem resolution.
- **References and Case Studies:** Provide references and case studies from successful deployments in similar industries.
- **Process Optimization:** Ability to review and optimize process bottlenecks for continued optimal performance.
- **Support and Maintenance:** Assist in maintaining accurate records and controls, providing 24/7 technical support, updates, and access to qualified professionals.

## Scope of Work:

- **Incident Management:** Establish processes for managing support tickets, investigating issues, and escalating complex problems.
- **Problem Management:** Analyze incident patterns, conduct root cause analysis, and maintain a knowledge base.
- **Response and Recovery Program:** Support, test, and continuously improve the response and recovery program.
- **Change Management:** Assess, develop, implement, and monitor changes to ensure consistency and minimal disruption.
- **System Administration:** Conduct health checks, manage user accounts, and support system updates and upgrades.
- **Reporting and Documentation:** Generate reports, maintain documentation, and develop a shared knowledge base.
- **Continuous Improvement:** Evaluate and integrate new features, analyze performance, and implement enhancements.

The SAP Support Partner will work with our internal SAP support team, complementing and enhancing our existing capabilities. This collaborative partnership will ensure a cohesive and efficient approach to managing our SAP environment, leveraging the collective expertise of both teams to deliver high-quality service, maximize system performance, and improve overall operational efficiency.

## Proposal Submission Requirements:

Proposals should provide comprehensive details on the strategies and processes the partner will employ to effectively support, maintain, and improve SAP systems. This should include.

### 1. Incident and Problem Management

Efficiently identify, log, categorize, prioritize, and resolve incidents to minimize disruptions, while proactively analyzing root causes to prevent recurrence and implement permanent fixes.

### 2. Change Management and System Administration

Control the lifecycle of changes, including assessment, prioritization, planning, testing, implementation, and review, while handling user management, system configuration, and performance monitoring to ensure optimal system performance and availability.

### 3. Response and Recovery

Develop and execute contingency plans to quickly respond to and recover from system failures or disasters.

### 4. Organizational Structure and Team Profiles:

- Provide a clear organizational chart outlining the team's structure for managing the SAP system.
- Include detailed profiles of key team members, highlighting their relevant qualifications, expertise, and specific roles in delivering effective SAP system management.

### 5. Transparent Cost Breakdown:

- Present a comprehensive and transparent breakdown of all costs (in USD) associated with the proposed SAP system management services.
- Identify and explain any potential additional expenses that may arise during the engagement.
- Ensure that the cost breakdown enables clear understanding and facilitates accurate financial planning for the client.

## Evaluation Criteria:

We will evaluate proposals based on the following criteria:

- **Alignment with Technical and Service Requirements:** The extent to which the proposal meets our specific technical needs and service expectations for maintaining and enhancing our SAP systems.
- **Value for Money:** The overall value offered in relation to the cost, ensuring a cost-effective solution without compromising on quality.
- **Vendor Reliability and Experience:** The proven reliability and extensive experience of the vendor in managing similar SAP environments.

- **Quality and Responsiveness of Support Services:** The speed, quality, and effectiveness of the vendor's support services, ensuring prompt and high-quality assistance whenever needed.

These criteria will help us select the most suitable vendor to support our SAP system and landscape effectively and efficiently.

### **Contract Terms and Conditions:**

The agreement will include detailed provisions covering service level agreements (SLAs), confidentiality, compliance with all applicable legal requirements, and terms for contract termination. These terms will be mutually agreed with the selected Partner.

### **Submission Guidelines:**

**Deadline:** 18<sup>th</sup> June 2024, 1700hrs, EAT

**Submissions to:** [procurement@januscontinental.com](mailto:procurement@januscontinental.com)

**Financial Proposals:** To be submitted in USD, clearly indicating the payment terms.

**NB:** Any request for clarification or further information regarding the requirements for this RFP must be submitted in writing by **12<sup>th</sup> June 2024**.

### **Additional Information and Submission Instructions:**

Vendors must adhere to the specified submission guidelines and format. Proposals must be submitted electronically to the specified email address by the deadline.

### **Disclaimer:**

This RFP does not commit Janus Continental Group to accept any proposal received or to enter into any agreement. We reserve the right to reject any or all proposals, in whole or in part, or to cancel the RFP at any time without liability.

Janus Continental Group looks forward to receiving your proposals.