

**REQUEST FOR PROPOSAL NO. PS20210159  
CONSULTING SERVICES FOR SAP S/4HANA CONVERSION**

**QUESTIONS AND ANSWERS NO. 5**

ISSUED ON: March 1<sup>st</sup>, 2022

Q1	Is it mandatory for the interested vendor to bid on the entire project?
A1	<b>No. The Proponent can bid on technical conversion portion only, or on technical conversion as well as the business transformation portion.</b>
Q2	Would the City consider a pre-configured S/4HANA bundle solution offered by Dell?
A2	<b>No.</b>
Q3	Would the City consider taking advantage of an Enterprise Management System that is designed to enable proprietary business operations without custom application configurations?
A3	<b>No.</b>
Q4	What Project Management Tools does the City currently use to manage existing IT projects?
A4	<b>MS Project, ADO (Azure DevOps).</b>
Q5	Does the City have a set of IT project KPIs that focus on on-time and on-budget delivery tracking?
A5	<b>The City tracks planned vs actual project budget and timelines.</b>
Q6	Does the City currently leverage a single source of the truth for all documentation and project artifacts that can be used to facilitate a successful transformation to S/4HANA?
A6	<b>Yes, we can expect to maintain our project documentation in one place (eg. Sharepoint).</b>
Q7	Does the City use SAP and/or industry Best Practices such as Activate and/or SAFe to manage SAP deployment projects?
A7	<b>The City has not used those noted. However, The City does take an agile approach to our projects.</b>

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Q8	What test management tool does the City currently uses to manage their testing efforts?
A8	<b>No automation has been done related to testing. Currently excel and word documents are utilized to outline testing plans.</b>
Q9	Has the City built an accurate Business Process Hierarchy and stored it in a repository that can be referenced for all work planning, completion tracking, and initiative-taking support?
A9	<b>Not at the moment. However, it can be created.</b>
Q10	Does your diversity, equity and inclusion compliance requirements only apply to a Canadian firm, or can a non-Canadian firm satisfy the requirements?
A10	<b>These requirements apply to all Proponents.</b>
Q11	Does the city's current infrastructure support the expansion to S/4 HANA? If not, is the city prepared to undergo a sizing effort and analysis?
A11	<b>Yes, Cisco UCS will be used and will provide support to future expansion.</b>
Q12	Is there a requirement to use a specific hardware vendor solution for S/4 HANA?
A12	<b>Yes, the City supported Hardware platform is Cisco UCS and is Hana certified.</b>
Q13	Is it mandatory to retain IBM power systems as a server infrastructure platform?
A13	<b>Yes, IBM Power Platform will be used for the non-Hana application support such as SRM, Enterprise portal and BW and will phased out with the S4 Roadmap / business transformation.</b>
Q14	Part A, 1.6 (c) Information & Instructions, Page A-1 Please confirm vendors need complete and submit only Part C Form of Proposal.
A14	<b>Please refer to RFP Part A Section 4.0 SUBMISSION OF PROPOSALS, item 4.2.</b>
Q15	Part A, 4.0, 4.2 Submission of Proposals, Page A-2 "a section titled "Technical Proposal," which should address the requirements in the Scope of Work together with the completed documentation and questionnaire contained in Part C - Form of Proposal (from Appendix 1 to Appendix 11),"  Please describe how the City wishes to see vendors respond to ("address") the requirements IF differently than in the Form C questionnaire. Is it acceptable to respond in Appendix 2: Questionnaire and reference the response back to the applicable section in the SOW?
A15	<b>Please respond in Appendix 2 Questionnaire first. IF there is any not covered in the questionnaire, please add additional sections in questionnaire and reference back to the applicable section in the SOW.</b>
Q16	Is it possible to share ATC checks with Functional_DB ?
A16	<b>Please refer to Addendum No. 2.</b>

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Q17	is it possible to provide the number of total custom code objects list based on recent usage analysis ( based on Usage Procedure Log approach)?
A17	<b>1,869 - custom programs, 18 - core enhancements, 315 - custom tables.</b>
Q18	4.17 Key Metrics, Page B-10 How many active vendors does the City have for Procurement?
A18	<b>Please refer to Q&amp;A 4 - A18.</b>
Q19	3.2 Technical Conversion - Service Requirements, second bullet, Page B-2 Does the City have a QA environment in their landscape being used for the upgrade? (second bullet only references Development and Production but earlier sections reference existence of a DEV, QA, and PROD).
A19	<b>Landscape is an N+4 setup (PRD, QA, DEV, SBX, Training).</b>
Q20	4.2 SAP ECC (version 6.17), #3), Page B-4 Is the City using any Contract functionality in SRM (other than the contracts available as a catalog in MDM)?
A20	<b>No, Contracts are created and managed in ECC.</b>
Q21	4.2 SAP ECC (version 6.17), #3), Page B-4 Is the City using any RFx functionality in SRM?
A21	<b>There is custom application currently used for RFQ in ECC. In the future, RFQ process will be managed through cloud-based e-sourcing software after being implemented.</b>
Q22	4.6 SAP SRM - Supplier Relationship Management (version 7.5) B-6 Is SRM PPS functionality active in SRM (for example, encumbrances and option lines)?
A22	<b>No.</b>
Q23	4.2 SAP ECC (version 6.17), #3) , Page B-4 Does the City have any material master records with a material ID longer than 18 characters?
A23	<b>No.</b>
Q24	4.6 SAP SRM - Supplier Relationship Management (version 7.5), Page B-6 Does the City currently create shopping carts to stock items in SRM (resulting in a stock reservation in the ECC system)?
A24	<b>SRM SC's are only used for non-stock indirect procurement (Goods &amp; Services). Direct procurement is handled in ECC.</b>
Q25	4.6 SAP SRM - Supplier Relationship Management (version 7.5), Page B-6 Please confirm the City does NOT use the SUS (Supplier Self Service) module in conjunction with SRM.
A25	<b>SUS is not used in COV, EBP - Self Service is the only item in scope for SRM.</b>

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Q26	4.2 SAP ECC (version 6.17), #3) , Page B-4 What functions/characteristics/entities do you currently use in Classic GL?
A26	<b>GL accounts are created manually, Business Area is used at the City, postings that do not have cost objects require Business area to be provided. Otherwise standard characteristics of Classic GL is used at the City.</b>
Q27	4.2 SAP ECC (version 6.17), #3) , Page B-4 Do you intend to use Document Splitting?
A27	<b>Yes, we would like to have the option of using Document splitting in future when business decides.</b>
Q28	4.2 SAP ECC (version 6.17), #3) , Page B-4 Please confirm the City is NOT using the Public Sector Industry solution.
A28	<b>No, the City is not using the Public Sector Industry solution.</b>
Q29	Are there any instances of performance issues in any of the processes?
A29	<b>No particularly.</b>
Q30	What is the City's plan for the landscape architecture to support the upgrade?
A30	<b>Please refer to Q&amp;A 3 - A1 for information on new hardware. As is the case with our current ECC environment, we will require a N+4 setup for S4/HANA (PRD, QA, DEV, SBX and Training).</b>
Q31	4.0 CURRENT SAP ENVIRONMENT Is CoV looking for a proposal to upgrade any SAP application/components other than SAP ECC (version 6.17) i.e. BW on HANA or BW4HANA, etc.?
A31	<b>Not currently.</b>
Q32	6.1 Timeline Are there any in-flight Projects that are expected to run in parallel with the S/4HANA Conversion? Are there regular Maintenance Activities, i.e. HCM patch, audit schedules, that we should consider for the Project Timeline?
A32	<b>AP automation (replacement of ReadSoft) ~ Jun-Nov, CLC-HR (Country Legal Changes) - Oct-Nov.</b>
Q33	4.0 CURRENT SAP ENVIRONMENT Can CoV share SAP Application Landscape information? i.e. SAP/DB/OS version and patch level
A33	<b>Please refer to Addendum No. 3 (Early Watch Report).</b>
Q34	4.18 SAP Support & Development Team Does the current SAP Support and Development Team have expertise and prior experience on SAP S/4 and HANA?
A34	<b>No, although training is planned.</b>

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Q35	6.0 IMPLEMENTATION Does CoV maintain existing test scripts and make use of any automated Testing tools that can/may be utilized as part of the S/4HANA Conversion Project?																																																																																
A35	Test scripts exist (typically in Word and/or Excel formats)																																																																																
Q36	4.16 Security & Authorizations Can CoV provide an estimate of the number of roles in the current ECC environment?																																																																																
A36	Please refer to Q&A 4 - A21.																																																																																
Q37	4.2 SAP ECC (version 6.17) - 4 Plant Maintenance Is COV using work Manager and Asset Manager mobile application as part of SAP Plant Maintenance solution?																																																																																
A37	No.																																																																																
Q38	4.10 SAP Fiori How Fiori Apps are being consumed, through web browser / Fiori client?																																																																																
A38	Both.																																																																																
Q39	4.10 SAP Fiori What version of the deployed standard Fiori Apps? Please also share all the App ID's for deployed apps.																																																																																
A39	<table border="1"> <thead> <tr> <th>#</th> <th>Technical Name</th> <th>Version</th> <th>SAPUI5</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>hcm.mypaystubs.my_paystubExtension1</td> <td>1.0</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>2</td> <td>hcm.mybenefits</td> <td>1.8.12</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>3</td> <td>hcm.people.profile</td> <td>1.0</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>4</td> <td>hcm.t4app</td> <td>1.0</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>5</td> <td>hcm.employee.lookup</td> <td>1.0</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>6</td> <td>hcm.fab.myaddresses</td> <td>1.0</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>7</td> <td>cis.hcm.empletterv01</td> <td>1.1.0</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>8</td> <td>fin.co.myspend.monitor</td> <td>1.5.17</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>9</td> <td>ui.s2p.srm.sc.approve</td> <td>1.0.0</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>10</td> <td>hcm.approve.leaverequest</td> <td>1.8.55</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>11</td> <td>hcm.approve.timesheet</td> <td>1.8.65</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>12</td> <td>hcm.myteamcalendar</td> <td>1.8.22</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>13</td> <td>cross.fnd.fiori.inbox</td> <td>1.0</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>14</td> <td>hcm.approve.timesheet.onbehalf</td> <td>1.8.65</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>15</td> <td>hcm.myleaverequest</td> <td>1.8.134</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>16</td> <td>convrnt.mm.count</td> <td>1.4</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>17</td> <td>convrnt.mm.receipt</td> <td>1.00</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>18</td> <td>convrnt.mm.issue</td> <td>1.00</td> <td>1.44.7 (20170213-1319)</td> </tr> <tr> <td>19</td> <td>cis.mm.settings</td> <td>1.0.0</td> <td>1.44.7 (20170213-1319)</td> </tr> </tbody> </table>	#	Technical Name	Version	SAPUI5	1	hcm.mypaystubs.my_paystubExtension1	1.0	1.44.7 (20170213-1319)	2	hcm.mybenefits	1.8.12	1.44.7 (20170213-1319)	3	hcm.people.profile	1.0	1.44.7 (20170213-1319)	4	hcm.t4app	1.0	1.44.7 (20170213-1319)	5	hcm.employee.lookup	1.0	1.44.7 (20170213-1319)	6	hcm.fab.myaddresses	1.0	1.44.7 (20170213-1319)	7	cis.hcm.empletterv01	1.1.0	1.44.7 (20170213-1319)	8	fin.co.myspend.monitor	1.5.17	1.44.7 (20170213-1319)	9	ui.s2p.srm.sc.approve	1.0.0	1.44.7 (20170213-1319)	10	hcm.approve.leaverequest	1.8.55	1.44.7 (20170213-1319)	11	hcm.approve.timesheet	1.8.65	1.44.7 (20170213-1319)	12	hcm.myteamcalendar	1.8.22	1.44.7 (20170213-1319)	13	cross.fnd.fiori.inbox	1.0	1.44.7 (20170213-1319)	14	hcm.approve.timesheet.onbehalf	1.8.65	1.44.7 (20170213-1319)	15	hcm.myleaverequest	1.8.134	1.44.7 (20170213-1319)	16	convrnt.mm.count	1.4	1.44.7 (20170213-1319)	17	convrnt.mm.receipt	1.00	1.44.7 (20170213-1319)	18	convrnt.mm.issue	1.00	1.44.7 (20170213-1319)	19	cis.mm.settings	1.0.0	1.44.7 (20170213-1319)
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	21	zwmdashboard	1.0.0	1.44.7 (20170213-1319)
	22	ui.s2p.srm.sc.track	1.0.0	1.44.7 (20170213-1319)
	23	zhrdashboard	1.0.0	1.44.7 (20170213-1319)
Q40	4.10 SAP Fiori Would you please confirm if 'My Tax Forms' and 'Manage My Substitutes' are custom Fiori Apps. Or standard apps.? If it is a standard App, please provide a App ID.			
A40	<b>My Tax Forms - custom, Manage My Substitutes - standard (part of myinbox)</b>			
Q41	4.10 SAP Fiori Are the standard Fiori App for SRM processes deployed with UI Add-on 1.0?			
A41	<b>Yes.</b>			
Q42	4.10 SAP Fiori Does CoV have Mobile Device Management (e.g..Afaria/Airwatch) license(s)?			
A42	<b>Yes, Airwatch.</b>			
Q43	4.10 SAP Fiori Does CoV have 'Apple Business manager' license(s)?			
A43	<b>Yes.</b>			
Q44	4.10 SAP Fiori Does CoV have SAP Mobile Platform license(s)?			
A44	<b>No.</b>			
Q45	4.2 SAP ECC (version 6.17) - 4 Plant Maintenance PM Would you please provide the list of all Interfaces with SAP landscape?			
A45	<p><b>Inbound File based interface to receive data from a web from and create PM orders / notifications in ECC.</b></p> <p><b>Outbound file-based interface to send updates and status change for work orders and notification from ECC.</b></p> <p><b>Planning to change this interface from file based to PI based is currently underway.</b></p> <p><b>One more file based outbound interface for list of IT Assets. (Data dump from ECC)</b></p>			
Q46	PART B - SCOPE OF WORK 4.0 CURRENT SAP ENVIRONMENT 4.2 SAP ECC (version 6.17) 2) CO - ControllingPlease, reconfirm us whether COV uses profit center accounting. How is COV handling fund accounting without SAP funds management?			
A46	<b>The City does not use SAP Profit Center Accounting. For Funds management: Budget is managed at departmental level and there are financial policies in place (approvals for purchases etc) to control expenditures. Expenditure is monitored through variance reporting at Cost centre level.</b>			

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Q47	PART B - SCOPE OF WORK 4.0 CURRENT SAP ENVIRONMENT 4.2 SAP ECC (version 6.17) 1) FI - Finance Does CoV currently use SAP ECC functionality for banking transactions, such as payments to suppliers, or are these processes done through another institution?
A47	<b>Electronic payments are used at the City where electronic files are generated for Vendor Payments and uploaded to the bank. Bank statements are uploaded in to SAP manually.</b>
Q48	4.2 SAP ECC (version 6.17) - 4 Plant Maintenance PM Is CoV using Multi Resource Scheduling(MRS) functionality in the current environment?
A48	<b>No.</b>
Q49	4.0 CURRENT SAP ENVIRONMENT DMS Is CoV using Document Management System(DMS) including content server in the current environment?
A49	<b>Yes.</b>
Q50	PART B - SCOPE OF WORK 4.15 (Custom Code) A clean core strategy can enable greater flexibility including S4 Cloud and moving away from on-prem SAP versions. Does the City have any interest in eliminating classical ABAP for further simplification?
A50	<b>No.</b>
Q51	Addendum #1 Can you define which areas outside of the Human Capital Management Module will require the Enhanced VPD clearance?
A51	<b>Resources working on the project who can gain access to HCM related data will need an enhanced clearance.</b>
Q52	Addendum #1 Can you share the distribution of your existing SAP support team (both city and contractors) which have the VPD enhanced security clearances? Which of the SAP team's functional and technical roles will require the specific VPD enhanced security clearance?
A52	<b>Enhanced security clearance is held by all SAP HR BA's, SAP Developers, SAP Basis and SAP Security Analyst resources. Similar resources from the contractor will also require the enhanced clearance.</b>
Q53	ATC Report/Q&A #3, Q2/A2 Thank you for providing the ATC Check Report. Can CoV confirm that the ATC Check Report was run after updating the ATC tool i.e. post applying SAP Note# 2436688 and 2185390?
A53	<b>Recommended SAP notes for using ATC and remote code analysis in checked systems were applied before running the report.</b>
Q54	HA / DR planning - Do current HA solutions for all core applications include automation ? Is Automation expected for HA or DR solutions for HANA after conversion ?
A54	<b>All DB2's are native IBM HA/DR solution. Yes, automation is expected for HANA.</b>

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Q55	Is there any provisioning tool used for SAP Security currently ? (i.e. Tool for Role and user ID provisioning)
A55	<b>No.</b>
Q56	What Single Sign On solution / technology is implemented ? (Kerberos, SAML, etc configured with active directory as IDP)
A56	<b>SAML.</b>
Q57	Please confirm that EH&S is out of scope
A57	<b>Yes, EH&amp;S is out of scope.</b>
Q58	Do you have Testing Automation with built in Test Scenarios ? If yes, what tool are you using? Will the City expect the consultant to build Test Cases if there is no existing Test cases repository?
A58	<b>No. Test scenarios exist, however, S4 specific updates will be required. The City's expectation is that the consultants will assist in updating our test scripts so that they are adequate in testing S4.</b>
Q59	Regarding 5.1 4), please confirm only existing Fiori application are expected to work in S/4HANA. The new recommended Fiori apps with S/4HANA is intended to be part of the succeeding transformation programs thru the expansion of Fiori Apps.
A59	<b>That is correct. Consideration would be given to introduce additional Fiori applications if they are obvious replacements for current applications that would be challenging to convert.</b>
Q60	Has the City migrated out of the Microsoft Explorer since the minimum requirement for S/4HANA2021 is Microsoft Edge?
A60	<b>The City's plan is to retire IE 11 by Q1 2022.</b>
Q61	Has the City purchased their On-Premise Intel based Hardware for S/4HANA mentioned in Addendum Q&A 3? Will the City still be amenable to a Production deployment of S/4HANA in the Cloud ?
A61	<b>Yes, the On-Premise hardware has been purchased. The City is not amenable to a deployment in the cloud at this time.</b>
Q62	Is there a data residency requirement or a compliance requirement to keep the HR data on-premise ?
A62	<b>As outlined in the RFP requirements, the City is expecting an 'on-premise' S/4HANA solution.</b>



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Q63	What type of storage and who is your storage vendor for the S/4HANA Disk requirement (if on-premise)?
A63	<b>NetApp.</b>
Q64	Should there be fixes / configuration adjustments / custom code adjustments required in SAP BW, SAP PI/PO, and other integrated systems in S/4HANA, will the City be performing these fixes with inputs coming from consultants ?
A64	<b>The expectation is that the consulting team working with City staff will make these adjustments (consulting team responsible for ensuring work is completed as needed).</b>
Q65	Have you performed an assessment of the integrated systems to confirm if any of the SAP versions need to be updated to work seamlessly with S/4HANA? If yes, are these planned upgrades and patches in-scope of the work of the consultant or the City will be performing them?
A65	<b>Our expectation is that the two systems requiring updates to function with S/4HANA are ReadSoft and Epi-Use Data Sync Manager. The replacement of our current version of ReadSoft and upgrade to Epi-Use is being planned and will commence shortly.</b>
Q66	Is the City using any Incident Management or Defect Management Tools? How about tools for Change Management? If there are, do you expect the Consultant to use this or do you prefer the consultant provide the tools to the City during the course of the project?
A66	<b>We would typically use Excel and other office applications for such.</b>
Q67	SAP Security - Does the City currently use any tool/control mechanism to check Segregation of Duties (SOD) for SAP security roles and authorizations?
A67	<b>All checking to ensure segregation of duties is manually managed. For example, we manually monitor the assignment of conflicting roles (which have been previously identified).</b>

END OF Q&A No. 5