REQUEST FOR PROPOSAL FOR SAP SUPPORT SERVICES

INTRODUCTION

Established in 1985, the Eastern and Southern African Trade and Development Bank (TDB), formerly the PTA Bank, is a fast-growing multilateral, treaty-based, and investment-grade development finance institution, with assets of US$ 6 billion. The Bank's mandate is to finance and foster trade, regional economic integration and sustainable development through trade finance and project & infrastructure finance.

In pursuit of its vision 'To be a world-class African development finance institution advancing the economic development, integration and prosperity of the region' and with a view to enhancing its operational efficiency and competitiveness, the Bank seeks to engage the services of a firm of SAP-qualified consultants to provide supports services for its SAP system.

The Terms of Reference including the scope of services are as set out in this document and the attached appendix.

CURRENT SAP SETUP

The Bank runs the ECC version of SAP in a Windows operating system and database environment (see **Appendix** for details).

TERMS OF REFERENCE

SCOPE OF SUPPORT SERVICES

The support services (technical and functional) to be provided would include implementation of enhancements and continuous support (see **Appendix** for details).

DURATION

The services would be provided for a period of not exceeding eighteen (18) months.

PROPOSALS

Invitations are made to submit separate technical and financial proposals as follows:

a) The technical proposal titled '**SAP Support Services – Technical Proposal**', should include:

    i) Company profile: detailing relevant experience (a list of reference clients for whom similar SAP Support Services are/have been provided) and expertise including proof of SAP-Partner accreditation; CVs of the consultant firm's team to be assigned to this engagement;

    ii) An overview of the approach to be adopted in providing the services required;

        Note: The timelines indicated in the Appendix are indicative; bidders are strongly encouraged to propose approaches that reduce on these timelines and that optimize use of personnel/resources;

    iii) Personnel complement (number and skillsets) required to undertake the enhancements and provide continuous support throughout the contract duration; rationalization of personnel and minimization of timelines is an added advantage.

b) The financial proposal titled '**SAP Support Services – Financial Proposal**', should detail the monthly fees payable by TDB over the duration of the contract.

Both the technical and financial proposals should be submitted by 5pm (East African time – GMT + 3) on **Wednesday 12ᵗʰ February 2020 via email** to: procurement@tdbgroup.org with the subject line **"SAP Support Services"**. Inquiries should be addressed to: SAPServicesRfP@tdbgroup.org.

APPENDIX

SAP Setup

SAP Version: ECC 6 Ehp8; Database: MS SQL Server 2014; Operating System: Windows 2012; SAP Landscape: Three-system (Development, Quality Assurance and Production).

The SAP modules/functionality that have been implemented are:
i) Financial Accounting and Control (FI/CO): sub-modules include Accounts Payable, Accounts Receivable, General Ledger Accounting, Asset Accounting, Internal Orders, Cash Management, Cost Centers, Travel Accounting;
ii) Materials and Inventory Management (MM);
iii) Human Resources (HR): sub-modules include Personnel Administration, Organizational Management, Payroll, and Leave Management;
iv) Banking/Treasury: sub-modules are Money Markets, Securities and Loans;
v) Business Workflow including Employee Self-Service;
vi) SAP Enterprise Portal;
vii) Other functionality: Syndications, and Collateral Management.

The following SAP systems are also in use:

- Solution Manager 7.2 (for Early-Watch reporting and patch maintenance only);

- SAP Process Integrator/Process Orchestrator; and

- SAP Business Warehouse

SCOPE OF SERVICES

ENHANCEMENTS

<table>
<tr><td colspan="3" align="center">SYNDICATIONS (PHASE II)</td></tr>
<tr><td colspan="3">The following requirements relate to the Bank's SAP Syndications Management functionality and should be implemented concurrently as per the timelines indicated from contract commencement.</td></tr>
<tr><td>SCOPE</td><td>FUNCTION</td><td>TIMELINE</td></tr>
<tr><td>A. Syndications Management</td><td>Notices - Automate the process of sending notices to both lenders and borrowers based on defined trigger points. Scope: Eight Notices</td><td>3 Months</td></tr>
<tr><td>B. Syndications Management</td><td>Reports - Develop Custom Reports for the existing Syndications functionality. Scope: Five reports</td><td>2 Month</td></tr>
<tr><td>C. Syndications Management</td><td>Integration with SWIFT - Enable Automatic processing of payments to lenders.</td><td>1 Month</td></tr>
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D. **Syndications Management**	**Workflows & Security Authorizations -** Configure the system to accommodate workflows as required. Restrict functionality to users based on the roles matrix.	1.5 Months

ASSET FUND MANAGEMENT		
This would commence after completion of the above enhancements to Syndications Management		
Asset Fund Management	Configuration of standard Asset Fund Management in SAP.	3 Months

COLLATERAL MANAGEMENT (PHASE II)		
The following requirements relate to the Bank's SAP Collateral Management functionality and should be implemented concurrently with enhancements to Syndications as per the timelines indicated		
Collateral Management	• Upload the complete collateral register in SAP. • Enhance the current data in SAP involving field extensions and additions. • Customize reports to suit business needs.	2 Months

PAYMENT APPLICATION FORM		
Implementation would commence at contract commencement		
Payment Application Form (PAF)	**Automation** of the entire Payment Application (PAF) workflow, enabling initiation through the Portal with all corresponding approvals, attachment of supporting documents stored in the Bank's Electronic Document and Records Management System (EDRMS), posting of accounting entries and generation of SWIFT messages.	3 months

PURCHASE ORDER		
Implementation would commence at contract commencement and run concurrently with PAF automation (see above)		
LPO process	**Refine** the existing the Purchase Order workflow to enable attachment and viewing of supporting documents stored in the Bank's Electronic Document and Records Management System (EDRMS).	2 Months

SHAREPOINT PORTAL – LINKS TO SAP		
Implementation would commence at contract commencement and would entail create links to the functionality in the current SAP portal to the Sharepoint portal		

Portal	• **Intranet/Portal to SAP** various [SharePoint integration]
	  1. Staff loans
	  2. Provident Fund loans
	  3. Leave
	  4. Re-imbursements
	    1. Education
	    2. Wellness
	    3. Other Expenses
	  5. Travel Request
	  6. Travel expense
	  7. Payslip generation
	  8. Training Request
	  9. Transport Request
		2 Months

MOBILE APPLICATIONS		
Implementation would commence after all the enhancements listed above have been completed.		
Mobility	**Mobile Applications (SAP FIORI)** Enable users to easily access some functionality on Mobile phones via mobile applications: Some processes to be configured include: • Leave Approval • Travel Request Approval	6 Months

WORKFLOW ENHANCEMENTS		
Implementation would take place concurrently with SAP Fiori		
Workflows	• Leave Approval notifications: Enhancement of Notifications for Leave applications to include other recipients apart from the approving supervisors.	0.5 Month

VARIOUS INTERFACES/INTEGRATION **Enhancements to existing integrations and implementations of new – to run concurrently with SAP Fiori implementation**		

Interfaces/ Integration	• Develop adequate reporting capabilities for the current existing interfaces. Reports to be developed will cater for the following functionality:
	    1. Data Movements between Systems.
	    2. Track amended data via interfaces.
	    3. Reporting on interfaces: (Frequency, user, no of success vs. failure etc.)
	
	• Configuration to enable for Loan Origination System (Credit Quest - CQ) to push ratings to SAP for reporting purposes.
	
	• Develop an interface between CQ and Know-Your-Customer system (Finscan) to enable CQ shareholder batch overnight scanning
		2 Months

EXCEPTION RISK REPORTS *Implementation would take place concurrently with SAP Fiori*		
Exception Risk Reports	• Develop reports to provide information on bank accounts maintenance, client management and changes to loan parameters.	1.5 Months

SAP Admin and Security Enhancements *Implementation would commence two months prior to the end of SAP Fiori completion*		
A. Solution Manager	• **Change Management Process** - BASIS Change Management configuration in Solution Manager to enable versioning control and test management leading to managing of what goes into production.	2 Months
B. Roles & Responsibilities	• SAP Roles Clean-up – Collating all Roles and responsibilities from ALL departmental heads and implementation of this in the system.	3 Months

CONTINUOUS SUPPORT (throughout contract duration)

Existing Modules	**Modules to be covered:** • Finance • Controlling • Human Resource Management • Syndication Management • Collateral Management • Materials Management • Treasury and Risk Management • Loans Management	Continuous Support
ABAP Programming	• Development and customizations that require programming	Continuous Support
Existing Interface Support	Support the **current interfaces** listed below: • SAP – Trade Innovations • SAP – Opics • SAP – Credit Quest • SAP – CQ –Finscan • SAP – Finscan	Continuous Support
System Administration	Basis Support	Continuous Support