

TO: TO WHOM IT MAY CONCERN

FROM: RAF

DATE: 26 January 2012

SUBJECT: RFP: RAF/00006

Questions and Answers: Pack 1

Question 1:													
Can the presentation be provided to the service providers?													
Answer 1: Yes it will be published on the RAF website													
Question 2													
What components of GRC is the RAF making use of?													
Answer 2: RAF don't have GRC in place yet but there is a tender currently for GRC Access Control													
Question 3:													
Are SAP Support Services required for DMS?													
Answer 3: SAP Support Services are required FOR ALL SAP MODULES irrespective if RAF don't run it at the moment													
Question 4:													
What, on average, is the number of calls created/received per functional area?													
Answer 4:													
<table border="1"> <tr> <td>Cross Application</td> <td>17.75</td> </tr> <tr> <td>Finance</td> <td>18</td> </tr> <tr> <td>HR</td> <td>10.75</td> </tr> <tr> <td>Logistics</td> <td>5.75</td> </tr> <tr> <td>Security</td> <td>50.25</td> </tr> <tr> <td>Sub Total</td> <td>102.5</td> </tr> </table>	Cross Application	17.75	Finance	18	HR	10.75	Logistics	5.75	Security	50.25	Sub Total	102.5	
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Question 5:													
Where is the Vodacom Data Centre located?													
Answer 5: Vodacom Business Park, Midrand													

<p>Question 6: Which Business Objects Analytics tools need to be supported Web Intelligence, Xcelsius, Explorer or Crystal reports?</p>
<p>Answer 6: This tender is also in its final stage whereby we will appoint a service provider for implementation... we don't know what products we will be adding yet but are using Crystal reports currently .</p>
<p>Question 7: Is RAF using SAP Solution Manager for Support Services?</p>
<p>Answer 7: We only use SOLMAN for Document store and Early Watch Alerts.</p>
<p>Question 8: What are the Key Challenges RAF is experience with the current support services?</p>
<p>Answer 8: Currently RAF do not experience any challenges with the current SAP support services</p>
<p>Question 9: How does RAF manage critical calls</p>
<p>Answer 9: RAF requires onsite support to resolve critical SAP problems, vendors need to understand that if SAP is down RAF cannot deliver on its mandate to pay claimants.</p>
<p>Question 10: With regards to the training can the service provider propose to setup the competency centre</p>
<p>Answer 10: Yes</p>
<p>Question 11: Does RAF have skilled people?</p>
<p>Answer 11: The skill available is through academic and they are able to take first line of support. Therefore service provider must create competency through formal training.</p>
<p>Question 12: Does RAF has a call centre?</p>
<p>Answer 12 Yes and users log calls through the call centre and the calls are screened from there.</p>
<p>Question 13: Does RAF have a solution manager?</p>
<p>Answer 13: YES</p>

<p>Question 14:</p> <p>Kindly advise the amount of users for:</p> <ul style="list-style-type: none"> • SAP • Old claims • FINEOUS
<p>Answer 14: SAP – 600 users Old Claims – 1200 users Fineos –100 active users which will grow to 1000 before 31 March 2013</p>
<p>Question 15:</p> <p>Does RAF have a Learning Management System that is integrated to SAP or do you only use SAP Training and Events to manage your training?</p>
<p>Answer 15: No</p>
<p>Question 16:</p> <p>Does RAF have SAP Productivity Licences and is SPP installed, configured and in use?</p>
<p>Answer 16: No, only have RWD.</p>
<p>Question 17:</p> <p>Does RAF have up to date customised SAP Training documentation reflecting your SAP production environment?</p>
<p>Answer 17: No....We do not have up to end-user documentation. The training documentation was initially developed during project phase but maintenance thereof is not up to date.</p>
<p>Question 18</p> <p>What is the learning culture in the organisation? Only traditional classroom training or do you use a blend including eLearning, Virtual sessions, self-managed learning, performance support etc.?</p>
<p>Answer18</p> <p>Currently our Learning and Development department are offering classroom training. For cost effectiveness purpose, they are exploring various options and SAP Productivity pack is one of them.</p>
<p>Question 19</p> <p>Is it possible to get an indication of the number of transactional and informational users in the different SAP modules?</p>
<p>Answer 19 We have 1750 ESS Licenses and 600+ transactional users.</p>

Question 20

Does RAF have a process in place whereby SAP training needs are identified and addressed?

Answer 20

No, SAP is not currently a big part of Learning and Development department from training perspective. Most of the time the needs are identified by Line Managers and recommend interventions as well. Learning and Development department will then facilitate the booking of courses.