

Section	Id	Question	Response
Landscape Related	1	Provide System Landscape information (Three system/Multi System) landscape for all SAP solutions	Landscape details provided in Attachment 5
	2	Please specify the integration of SAP applications	ERP, BobJ, SA Portal and Gateway
	3	Any Integration of SAP systems with any 3rd party systems	BSI and there are several interfaces to third party vendors
	4	Is the application experiencing any known performance issues - If yes, please specify the tools and the objects experiencing the issues	No known issues
	5	How many Production, Pre-Production, Test, Development environments need to be supported	Landscape diagram (Attachment 5) addresses this question
	6	Are HA and DR sites in place?	HA using Hyper-V
	7	Is DR or HA Test in scope? (Yes/No)	Yes
	8	Is the team expected to coordinate between various vendors (tool vendor such as Oracle/IBM/SAP/Microsoft, other support teams internal and external) - If yes, please specify the scope	Team is required to coordinate with vendors as well as internal support teams.
Batch Job Monitoring	9	How many jobs are scheduled to run on daily / weekly / monthly / quarterly / annual basis - Please specify the numbers by tool, application and frequency	There are a total of 140 jobs that are executed in SAP in different frequencies
	10	Are there any manual jobs to be run daily/Weekly/Monthly/Quarterly/Annual Basis	no manual job, but there might be special cases
	11	Is there a third party batch job management tool involved/installed?	No
	12	Are batch Monitoring Alerts used? (YES/NO)	YES
	13	Quantity of Batch Jobs (Total Jobs)	140
	14	How many are time sensitive?	Approximately 50 jobs are time sensitive
	15	Batch Window Size (hours)	24 hours
	16	Please mention the activities to be done by the support team upon job failure	check the job log, contact the person responsible in that area and fix the issue. Rerun the job.
17	Is there any email notification if any job fails?	Yes, there are email alerts configured	
General Basis Support	18	Release/EHP/DB upgrades are in scope of the basic support or it is considered as separate	This is in scope of the RFP support services
	19	How frequently are Transports are imported to Quality and Production systems?	Preplanned changes are moved to production on Thursdays of the week. The other changes are moved across landscape immediately upon approval.
	20	How many transports will be moved to production/non-production systems per week	PRD: 30 appx Q: 50 appx (Based on last week, this varies based on activities in progress)
	21	How frequently system refresh/client copy is required?	Environments are refreshed quarterly and more often during projects/critical operational activities
	22	How frequently support packs & Kernel upgrades are planned? Is this part of CR?	Upgrades are performed yearly and they are a part of support requested in the RFP
	23	Will you please share current EWA reports of the SAP systems	We will share our Early Watch Report with finalists at the later stages of RFP

	24	How transport are moved for SAP Portal system	Manually
	25	NWDI is installed/configured in the landscape	Yes
	26	What all Solution manager features (ChaRM, BPM etc.) are configured and live as of now	MOPs, Tech Mon and Job mon
	27	Is SSM part of BOBJ system or it is different installation	Different installation, please refer landscape diagram in Attachment 5
Release Management	28	How many releases (last 1 year data) have happened in the last year	
	29	Is there a release window - If yes, does it fall in the normal support hours or does it require extended coverage - Please specify	There is release window as specified in answer to question 19. It usually falls during business hours. The vendor will be expected to provide these services from time to time.
	30	Is there a separate team for release management activities ? Or does the release management fall in the scope of support team	It is a part of Scope of support. Please refer answer to question 29
Ticket Volumes	31	Are there any known spikes in the ticket volumes due to the Month / Quarter / Year end activities - If Yes, Please mention the estimated increase in ticket volume for the said period	ERP experiences peak requests during our Open Enrollment (March/April), End of fiscal year (June/July), End of calendar year (December/January) and Project Go lives
	32	How many tickets are created (last 6 months of data) - per tool, application, by severity, priority	On average Basis team receives 50 to 70 tickets across various landscapes. Approximately 20 per month are high priority issues which need immediate attention. These are typically related to interfaces.
	33	ABAP Stack Ticket / Defect - Normal and complex (Monthly Average)	See above
	34	Java Stack - Ticket / Defect - Normal and complex (Monthly Average)	See above
	35	What are number of average alerts needs to respond and provide analysis?	All of the failure alerts require response and analysis
	36	During the non business hours (6:30 PM to 6:30 AM CAT) support, do you expect the vendor to handle the only Critical/High priority incidents only or all incidents	The expectation from support team is that they will address all incidents
DB Support	37	Is DBA support required?	DBA is part of Basis support and may include database backup from time to time
	38	Is there a DBA team supporting the database major activities? (e.g. Restore, Recovery, Software updates)	There is no separate DBA team for SAP. SAP Basis performs these activities
	39	Is there a third party backup/restore tool involved/installed?	Veritas
OS Support	40	Does Data center team support all OS management activities? Or Are there Operating system administrators available to support OS specific activities?	Yes, Server team handle the OS activities
	41	Is City hosting ERP systems in house? If not, who is providing hosting services?	Yes, City uses On-Premise SAP. The servers and infrastructure is hosted in house.