

SARS RFP 20/2019

BUSINESS REQUIREMENTS SPECIFICATION

SAP AUXILLARY REPORTING TOOL

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RFP 20/2019

REPORTING TOOL

Business Requirements Specification

This document forms part of the RFP 20/2019 pack. The document sets out the business requirements that SARS has for Reporting Tool and related services.

1 USAGE OF TERMS IN THIS DOCUMENT

The capitalised terms in this document appearing in the glossary table below will have the meanings given to them in this glossary table.

Term	Meaning
ERP	Enterprise Resource Planning
HCM	Human Capital management
Solution	Reporting Tool

Important note to Bidder: The specifications set out in this document contain mandatory and directory requirements. Where a mandatory requirement is set out in this document (indicated by 'must' in the stated requirement) the Bidder's Proposal must address such requirement. If a Proposal fails to meet or does not address a mandatory requirement, the Proposal may, at SARS's discretion, be disqualified at any stage of the evaluation process as being a non-responsive Proposal.

Directory requirements are requirements that serve to guide the Bidder in proposing a solution and consequently may improve a Bidder's score in the evaluation of its Proposal.

2 BACKGROUND

SARS is using SAP HCM as its ERP Solution for Human Capital Management. A Reporting Tool is required that enables the flexibility to set-up custom reports in addition to the SAP Standard reports.

3 MANDATORY REQUIREMENTS

The mandatory requirements are stipulated on the SARS RFP 20/2019 1-1: The Procurement, Maintenance and Support of SAP Auxiliary Tools (Retro Tax Tool, Data Copy Tool and Reporting Tool) for the South African Revenue Service Summary Guidelines Instructions and Conditions document paragraph 9.3 **SARS's Mandatory qualification Criteria- Gate 1)**

4 FUNCTIONAL REQUIREMENTS

SARS is looking for a service provider to provide a Reporting Tool and related services, Maintenance and Support for a period of 3 years.

The reporting tool is required to:

- 4.1 Provide the ability for Business users to create their own custom reports;
- 4.2 The reports must work on all supported SAP releases and patches;
- 4.3 The reports must be easily exported to Excel or Adobe PDF, and sent via email;
- 4.4 Extract accurate, meaningful and real-time information from all of SARS SAP HCM data;
- 4.5 Have the ability to find, format and distribute SARS data on SAP HCM
- 4.6 Create Standard Queries that can be used by multiple users;
- 4.7 Security Aspects (Access to reports): The security must align to SAP standard authorizations
- 4.8 Ability to schedule queries to run at certain times

- 4.9 Provide reports in Graphical presentation and Analysis functionality
- 4.10 Ability to present data on a dashboards with different options (e.g. Headcount, Overtime, absenteeism);
- 4.11 Provide Download facility for users and managers;
- 4.12 Users must be able to execute the report in the foreground and the background;
- 4.13 Managers must be able to execute some of the reports via Manager Self Service and the SAP Portal and/or Fiori;
- 4.14 When a query is created by a user, the ability to lock the query for editing by other users must be available in order to prevent one's query from being overwritten by other user's query.
- 4.15 As part of the data take on, the Bidder is expected to convert all current reports/ queries that are on the current system into the new system and/or tool.

5 TECHNICAL EVALUATION

5.1 Information to be provided for Technical Evaluation

- 1. Print screens of their proposed solution that demonstrate the functionality
- 2. Three (3) contactable references of companies where similar services were provided recently (within the last 5 years)
- 3. Provide the Business Profile that describes the service offerings, years of experience and capability to deliver and support the Solution to SARS.
- 4. Implementation plan indicating the time frames for implementing and customizing the Solution to SARS unique requirements.
- 5. The nature of support (e.g. telephonic, email etc.) and whether there is local support available

6 IMPLEMENTATION

The implementation will begin at commencement date to be communicated at the bidd offer stage, (where the Bidder will be doing a transition) once SARS signs a contract with the

recommended Bidder and that an effective date will be that of 01 April 2020.