

TERMS OF REFERENCE
For the Procurement of Software Maintenance of SAP Software
for the Integrated Financial System (IFS)
For the Philippine Deposit Insurance Corporation

FACT SHEET for SAP-IFS Software Maintenance	MINIMUM MANDATORY REQUIREMENT
1. Approved Budget of the Contract (ABC)	PHP2,600,000.00
2. Current SAP version	SAP ECC 6.0 Software (Enterprise)
3. Scope	<p>a. SAP ECC 6.0 Software License Enterprise Support /SAP Maintenance Support for :</p> <ul style="list-style-type: none"> i. 1 unit Enterprise Foundation Package (including 5 professional users) ii. 2 - SAP Treasury and Risk Management, Public Sector iii. 3- SAP Application Developer User iv. 37 - SAP Application Professional Users v. 4 - SAP Application Limited Professional Users <p>b. One (1) year software maintenance</p> <p>c. Continuous Improvement and Innovation for:</p> <ul style="list-style-type: none"> i. New software releases of the licensed Enterprise Supported Solutions. ii. Support packages - correction packages to reduce the effort of implementing single corrections or changes to existing functionality. Support packages may also contain corrections to adapt existing functionality to changed legal and regulatory requirements. iii. Technology updates to support third-party operating systems and databases. iv. Available ABAP source code for SAP applications and additionally released and supported function modules.

	<ul style="list-style-type: none"> v. Software change management such as changed configuration settings or Software upgrades is extensively supported. <p>d. Global Support Backbone for:</p> <ul style="list-style-type: none"> i. SAP Service Marketplace - SAP's knowledge database and SAP's extranet for knowledge transfer on whom SAP makes available content and services to licensees and partners of SAP. ii. SAP Notes on the SAP Service Marketplace document software errors and contain information on how to remedy, avoid and bypass errors. SAP Notes may contain coding corrections that customers can implement into their SAP system. SAP Notes also documents related issues, customer questions, and recommended solutions (e.g. customizing settings). iii. SAP Note Assistant - a tool to install specific corrections and improvements to SAP components. iv. SAP Solution Manager Enterprise Edition – can be used for Licensee's interaction with VAR in accordance with the terms and conditions defined by SAP and as amended by SAP – in its sole discretion – from time to time. SAP – in its sole discretion – will update from time to time on the SAP Service Marketplace under http://service.sap.com/solutionmanager the use cases for SAP Solution Manager Enterprise Edition. <p>e. Mission Critical Support for:</p> <ul style="list-style-type: none"> i. VAR Support Advisory ii. Technical Quality Checks as described in Section 2.3 of END USER ENTERPRISE SUPPORT AGREEMENT. iii. Advanced proactive remote service monitors to prevent technical problems before they occur, for
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	<p>example, SAP EarlyWatch Alert. Licensee must activate SAP EarlyWatch Alert as a mandatory part of SAP Enterprise Support for data transfer to VAR. Licensee acknowledges and confirms that VAR might hand over SAP EarlyWatch data to SAP in critical situations for further analysis.</p> <ul style="list-style-type: none"> iv. Global message handling by VAR and SAP for Incidents related to Software with very high priority, v. Global 24x7 Root Cause Analysis and escalation procedures to get access to resources available to provide a solution to severe problems. vi. Global Top-Issues procedures – to get access to resources available support Licensee during critical escalations.
<p>4. Other features/scope</p>	<ul style="list-style-type: none"> a. On-site/off-site maintenance b. 16 mandays of Service Level Agreement (SLA)/ 4 mandays per quarter which includes: <ul style="list-style-type: none"> i. Check system version ii. Root-Cause Analysis iii. System Configuration iv. Status Reporting v. Support Documentation vi. Unit Testing c. Vendor shall provide quotation for each man-day of Service Level Agreement in excess of the above-mentioned 16 man-day which PDIC may opt to avail and only in cases when there are revisions that are not within the competence of the Systems Development Department of PDIC. d. Services and support shall be covered by the following authorized SAP Consultants: <ul style="list-style-type: none"> i. SAP ECC Modules Consultants for:

	<ul style="list-style-type: none"> a. Financials b. Treasury ii. ABAP/4 iii. BASIS e. 1 SAP Academy training for any Academy available course. f. Submission of detailed and current information on new versions of the SAP Software, its latest releases and other relevant information and topics. g. Assistance in the analysis, isolation and troubleshooting of any SAP-IFS incidents/problems. h. Standard 24x7 on-site/off-site troubleshooting and repair of SAP software within 2-hour response time, including weekends and holidays i. Configuration, health check or fine tuning of the SAP-IFS or respond to request for technical assistance. j. Email and phone support for technical assistance. k. Prepare recommendations in fine tuning the SAP-IFS l. Supply of qualified SAP Basis/Administrator to perform support services as may be required by PDIC. m. Ensure that a 24/7 maintenance support services via telephone, web, email, fax or any similar media is available to PDIC at no extra charge. n. Such other services/assistance necessary to ensure the continuous operation and availability of PDIC's SAP-IFS based on SAP Software applications/systems.
5. Documentation	<ul style="list-style-type: none"> a. Service Provider shall provide the technical documentations and other related documentations which indicate the process flows of resolution.

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6. Others

- a. Only quotations from partners that are duly authorized by SAP to provide the software maintenance shall be accepted. The certification from SAP authorizing the bidder to provide such maintenance support should be submitted together with the quotation. Quotations that do not include the Certification shall not be accepted/considered for award.
- b. All unused/excess mandays shall be converted into training hours thru Academy/eAcademy.
- c. All product updates/upgrades are to be performed by certified SAP Consultants
- d. Any and all costs necessary for the supplier to fulfill its obligations in maintaining the SAP software shall be deemed included in the financial proposal. Any cost incurred in the fulfillment of the obligations but were not included in the financial proposal shall be shouldered by the supplier with the lowest quotation.
- e. In case a novation is required, the same shall be resolved by SAP and the service provider only.