



## SAP S/4HANA Application Management Services (AMS)

### 1. SCOPE OF WORKS

#### 1.1 Description of Engagement

The engagement covers Application Management and Support Services for MWSC's SAP S/4HANA landscape (SAP S/4HANA on Private Cloud) and the modules/applications listed in **Section 1.2**. Services will primarily be delivered offshore, with onsite support at MWSC's premises in Male', Maldives, provided upon request.

- Any onsite visit requested by MWSC will be billed at actuals for return flight, visa-related expenses, accommodation, and per diem (local travel and food), unless otherwise proposed by the vendor.
- Onsite presence will be considered a multiple of 9 hours of support per day (1 FTE-day of effort).

#### 1.2 Systems, Legal Entities and Applications in Scope

SAP S/4HANA on Private Cloud, comprising the following modules:

| Description                                        | Module           |
|----------------------------------------------------|------------------|
| Finance & controlling                              | FICO             |
| Financial Contract Accounts Receivable and Payable | FICA             |
| Sales & Distribution                               | SD               |
| Materials Management                               | MM               |
| Production Planning                                | PP               |
| Quality Management                                 | QM               |
| Extended Warehouse Management                      | EWM              |
| Plant Maintenance                                  | PM               |
| Project Systems                                    | PS               |
| IS-Utilities                                       | ISU              |
| IS-Utilities Device Management                     | ISU-DM           |
| IS-Utilities Billing and Invoicing                 | ISU-BI           |
| IS-Utilities Customer Service                      | ISU-CM           |
| Integration (ABAP development)                     | ABAP             |
| BASIS / Security                                   | BASIS / Security |
| ABAP / FIORI                                       | ABAP / FIORI     |

### 1.3 Services

The vendor shall be responsible for the following Services in respect of the In-Scope Applications:

- Respond to, acknowledge, and progress incidents and service requests logged via MWSC's ITSM tool.
- Work, in descending order of priority, on Severity 1 through 4 issues, covering Level 2 (functional/configuration) and Level 3 (technical/development) support, security, and application administration.
- Maintain and update ticket status in the ITM tool, and keep MWSC informed of progress towards resolution.
- Correct and test the resolution of each incident, coordinating with MWSC and, where necessary, SAP's operational support (OSS) to achieve closure.
- Document resolutions and any configuration/code changes made.
- Participate in prioritization and change-control meetings as mutually agreed.
- Provide advice and guidance to MWSC's key contacts on the appropriate use of support processes.
- Provide an estimate of hours required to resolve each ticket prior to commencing work, and seek MWSC's approval before proceeding, re-estimating, or rescinding the ticket.
- Notify MWSC and obtain prior written approval where actual effort is expected to exceed the initial estimate by more than 25%.

## 1.4 Service Delivery Model – Priority Classification

Vendors shall support priority classifications for incidents, in line with the definitions and response targets below (vendors may propose enhanced response times as part of their technical proposal):

| Priority | Definition                                                                                                                                         | Response Target                                                |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| High     | Service-affecting circumstances that entirely hamper identified business processes.                                                                | Attended to within 24 hours; 24/7 on-call from time of raising |
| Medium   | Service-affecting circumstances with major impact, not hampering business processes entirely.                                                      | Attended to within 5 working days                              |
| Low      | Circumstances that have a minor or negligible impact on business processes and transactions, without significantly affecting day-to-day operations | Attended to within 6 working days                              |

MWSC will assign ticket priorities based on business needs and reserves the right to review and, in consultation with the vendor, reclassify priorities as required.

### 1.5 Support Hours, Coverage and Volumetrics

MWSC's estimated baseline requirement for support volumetrics is as follows (vendors may propose alternative capacity/pricing models, provided the effective coverage is equal to or greater than this baseline):

- Service Quota unutilized hours can be carry-forwarded to the next month.

## 1.6 Onsite Support

- When requested by MWSC, the vendor shall provide onsite support by sending representative(s) to MWSC's premises in Male', Maldives.
- Onsite presence shall be considered 9 hours of support per day (1 FTE-day of effort).
- Travel-related expenses (return flight, visa, accommodation, local travel, and food) shall be invoiced at actuals, subject to MWSC's prior approval, unless otherwise proposed by the vendor.

## 1.7 Deliverables

- Weekly Status Report
- Incident & Change Request Log Report
- Update and maintenance of configurations.
- Transition Completion Report, confirming knowledge transfer and AMS readiness (at engagement start)
- Any other reports reasonably required by MWSC to monitor SLA performance

## 1.8 Transition-In

The selected vendor shall propose a transition-in / knowledge-transfer plan to ensure continuity of support from the outgoing incumbent, including shadowing, documentation review, and a defined go-live date for full service responsibility. MWSC will facilitate reasonable access to the outgoing incumbent's documentation and personnel to support this transition, where available.

## 2. ELIGIBILITY CRITERIA AND REQUIREMENTS

MWSC is seeking eligible vendors for the provision of SAP S/4HANA Application Management Services. This RFP is open to any qualified vendor. Vendors interested in bidding for this engagement must meet the following criteria:

1. Eligible vendors must demonstrate relevant SAP partner status (e.g. SAP Partner, SAP Certified Provider of AMS, or equivalent) or otherwise demonstrate a proven track record of delivering SAP Application Management Services of a similar scale.
2. Eligible vendors must have a demonstrated history of successfully supporting SAP S/4HANA production environments on an ongoing managed-services basis.
3. Eligible vendors must provide references from at least two (2) current or former clients for AMS engagements of a similar nature, delivered within the past five (4) years.
4. Eligible vendors must adhere to ethical standards and exhibit satisfactory past performance, free from any allegations or instances of corruption, fraud, or other unethical business practices.
5. Eligible vendors must provide at least one certified SAP consultant for each module described in Section 3 throughout the AMS engagement. Any replacement of nominated consultants must be communicated to MWSC in advance and be of equivalent or higher qualification. Failure to maintain module coverage may result in disqualification.
6. Eligible vendors must have sufficient bench strength and resource redundancy to maintain continuity of support in the event of staff attrition, without disruption to service levels.
7. Eligible vendors must have at least one nominated team member (with a minimum of 3 years' relevant experience) for each role designated in Section 4 (Evaluation Criteria).
8. Availability of resources for both offshore and onsite support is required. Vendors must confirm their ability to provide onsite support at MWSC's premises in Male', Maldives, when requested, in accordance with Section 3.
9. Eligible vendors must propose a clear resource allocation and coverage plan (including time-zone coverage and escalation matrix) for the duration of the engagement.
10. Eligible vendors must possess strong communication skills and be able to effectively collaborate with MWSC stakeholders, including IT, business process owners, and end-users. Proficiency in English is required.
11. Eligible vendors must be able to commence services with a knowledge-transfer/transition-in period that does not compromise support continuity from the outgoing incumbent.