Carahsoft's Response to the

West Virgina Department of Environmental Protection, Division of Land Restoration's Procurement Unit

Request for Proposal

TECHNICAL PROPOSAL

DLR Procurement Management System

Solicitation Number: CRFP-0313-DEP2500000003-3

October 16, 2024

Solution Provided By

Implementation Partner

Carahsoft Technology Corporation
11493 Sunset Hills Road, Suite 100
Reston, VA 20190
888.662.2724 | www.carahsoft.com

Primary Point of Contact
Jonathan Gutierrez | Senior Account Representative
571.662.3375 | Jonathan.Gutoerrez@carahsoft.com

Secondary Point of Contact
Proposals@carahsoft.com

October 16, 2024

State of West Virginia
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

Re: *Carahsoft's Response to the West Virgina Department of Environmental Protection, Division of
Land Restoration's Procurement Unit's Request for Proposal: DLR Procurement Management System,
Solicitation Number: CRFP-0313-DEP2500000003-3*

Dear Mr. Hager,

Carahsoft Technology Corp. appreciates the opportunity to respond to the West Virgina Department of
Environmental Protection, Division of Land Restoration's Procurement Unit (DLRP)'s Request for Proposal
(RFP): DLR Procurement Management System. Carahsoft is proposing SAP Fieldglass which fully meets
DLRP's requirements for a DLR Procurement Management System. Our team has reviewed and
considered DLRP's requirements outlined in the RFP and has carefully put together a solution that will best
meet your needs.

Carahsoft, The Trusted Government IT Solutions Provider®, is responding as the GSA Multiple Award
Schedule (MAS) contractor (47QSWA18D008F) and reseller for **SAP**. As the Master Government
Aggregator® for our vendor partners, Carahsoft has combined extensive knowledge of the technologies we
provide with a thorough understanding of the government procurement process, to analyze needs, provide
configuration support, simplify the ordering process, and offer special government pricing since 2004.
Working with resellers, systems integrators and consultants, our sales and marketing teams provide
industry leading IT products, services, and training to support Public Sector organizations across Federal,
State and Local Government agencies and Education and Healthcare markets.

Please feel free to contact me directly at 571.662.3375/Jonathan.Gutierrez@carahsoft.com or Morgan
Longo at 703.673.3510/Morgan.Longo@carahsoft.com with any questions or communications that will
assist DLRP in the evaluation of our response. This proposal is valid for 90 days from the date of
submission.

Thank you for your time and consideration.

Sincerely,

Jonathan Gutierrez

Jonathan Gutierrez
Senior Account Representative

TABLE OF CONTENTS

TECHNICAL PROPOSAL

Executive Summary

Team Carahsoft is pleased to present this response to the challenges listed in the Request for Proposal for a **Procurement Management System.**

Our deep industry experience with Public Sector has allowed us to gain a thorough understanding of the intricacies and unique needs associated with public sector procurement. The challenges often faced by procurement divisions, such as the **West Virgina Department of Environmental Protection, Division of Land Restoration's Procurement Unit (referred to as "DLRP")** are multifaceted and typically involve several key pain points.

Public Sector procurement processes are frequently hampered by outdated and cumbersome purchase request methods. These methods often include multiple manual steps and extensive email communications, which introduce inefficiencies and increase the risk of human errors. Additionally, the manual logging and coding of invoices, often done through platforms like Google Sheets, prove to be time-consuming and prone to mistakes.

Another significant challenge lies in the disparate tracking systems that spread vital information across various platforms. This fragmentation requires users to access multiple screens to complete a single task, severely impacting operational efficiency. Manual reporting and the need for constant updates compound these issues, as drawing information from multiple sources for such tasks is labor-intensive and error-prone.

In response to these challenges, SAP's spend management solutions including **SAP Fieldglass Services Procure (or SOW) Module and Ariba Buying/Invoicing** are designed to streamline and optimize these processes. By eliminating inefficient, disconnected, and paper-based workflows, these solutions ensure reliable data quality and enhanced visibility. They facilitate smarter sourcing, leading to sustainable savings through comprehensive cost management, and improve collaboration with suppliers and trading partners. Moreover, SAP cloud-based software solutions help streamline compliance with various agreements and regulations, optimize labor and service engagements, and connect and simplify the source-to-pay process. This holistic approach not only reduces turnaround time but also extends reach through integration with the world's largest supplier network, ultimately enhancing both supplier and customer satisfaction while significantly lowering costs.

Our Understanding of the DLRP's Specific Needs

We understand that the DLRP is facing specific challenges across several procurement functions, including:

- Outdated and cumbersome purchase request process: Current methods involve multiple manual steps and email communications, leading to inefficiencies and human errors.
- Invoice processing: The manual logging and coding of invoices in Google Sheets are time-consuming and error prone.
- Disparate tracking systems: Information is spread across various systems, requiring access to multiple screens to complete a task, hindering efficiency.

- Manual reporting and updates: Drawing information from multiple sources for reporting and updating staff is labor-intensive and susceptible to errors.

Our Recommendation

For a flexible, integrated, cloud-based software solution we recommend our two spend management solutions:

1. **SAP Fieldglass SOW Module**
2. **SAP Ariba Buying & Invoicing**

This powerful combination offers multiple benefits that address the challenges faced by DLRP. These solutions eliminate inefficient, disconnected, and paper-based processes, and provide reliable data quality and visibility. They enable smarter sourcing to deliver sustainable savings through total cost management, improve supplier and trading partner collaboration, and streamline compliance with various agreements and regulations. By optimizing labor and service engagements and connecting and simplifying the source-to-pay process, SAP solutions help reduce turnaround time and extend reach through integration with the world's largest supplier network. This enhances supplier and customer satisfaction while reducing costs. Additionally, by automating these processes, SAP solutions significantly reduce the time spent on reporting and updating tasks, thereby minimizing the need for multiple corrections due to human error. Thanks to open API's SAP cloud software will integrate with your current ERP and other systems.

Here is more information about our Procurement Management System solution bundle:

Maximize value by managing services procurement with one cloud solution

Procurement teams face mandates to control costs, streamline processes, reduce risk, and meet strategic goals. With one holistic services procurement solution, you can track the "who, what, where, when, why, and how" of each project to meet demands and support project success.
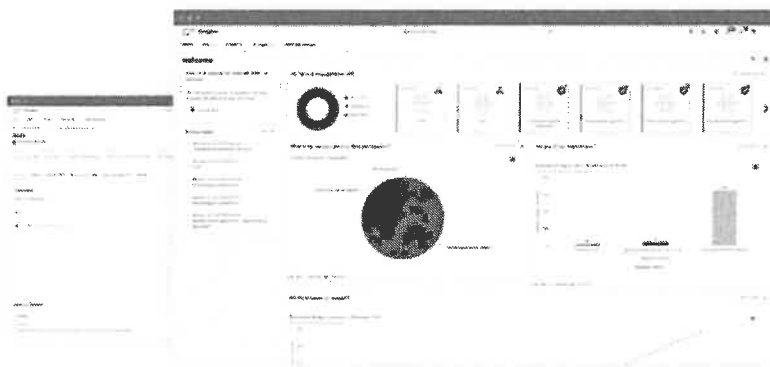
Find, engage, manage, and offboard external services providers quickly and efficiently – from consulting firms and marketing agencies to security companies – with the SAP Fieldglass Services Procurement application.

✓ Cloud deployment

✓ Project management office dashboard to govern statements of work

✓ Clear chain of custody for services workers

✓ Intuitive interface with AI-enabled chatbots and decision wizard

Read the solution brief

Turn External Labor into a Versatile, Value-Driving Resource

SAP Fieldglass solutions make it easier for your organization to create workforce capacity on demand, manage your way to best results, and proactively control compliance. The solutions offer a comprehensive, collaborative digital workspace that delivers a wide range of benefits to let you:

- Equip users to more quickly find and add the external resources and skills they need, from the factory floor to the office of the CEO
- Actively manage the who, what, where, why, and how of your services and contingent engagements so you get the value you pay for
- Use intelligent automation to stay ahead of constantly changing labor regulations and security requirements

- Integrate with a wide variety of enterprise and self-developed applications through our open platform
- Gain greater value through in-depth analytics to drive informed decisions, mobile apps to complete key tasks on the go, and self-service configuration to support rapid customization
- Tap into the power and resources of SAP, a leader of innovative solutions powering intelligent enterprises

Turn External Labor into a Versatile, Value-Driving Resource

Manage Your External Workforce Efficiently and Effectively

Connect Applications to Optimize Results

Maximize ROI with Flexible Capabilities and Features
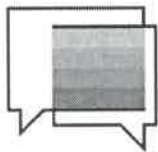
"Compared with full-time employees, external workers incur fewer obligations and costs, allowing employers to scale their workforce as needed." – "Looking Out," The Economist Group, June 2022

⟨ 3 / 11 ⟩

Manage spend more effectively by integrating SAP Ariba® solutions (below): Built-in, ready-to-go integrations between SAP Fieldglass and SAP Ariba solutions let you apply spend management policies and best practices across spend categories, helping you achieve savings goals with greater efficiency and ease. Detailed reports and dashboards deliver real-time insight into comprehensive performance metrics, while tight workflow alignment provides a smooth and cohesive user experience. Cross-solution access to contracts and data enables better enforcement of agreed-on terms and prices along with consistent visibility into relevant supplier information. Through these synergies and more, you can manage external workforce, direct, and indirect procurement spend more actively and productively

SAP

SAP Ariba Please find the data sheet and more information <u>here</u>
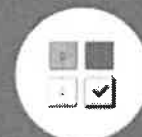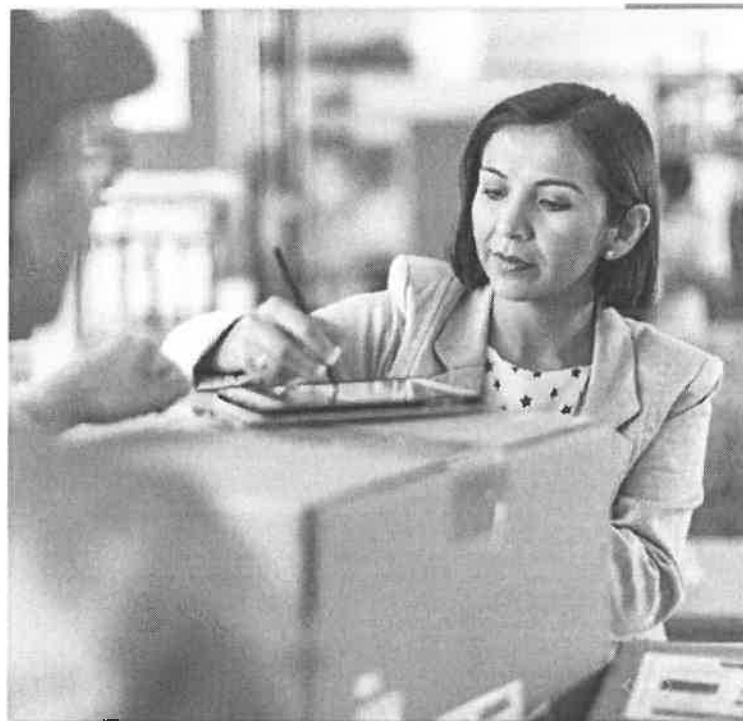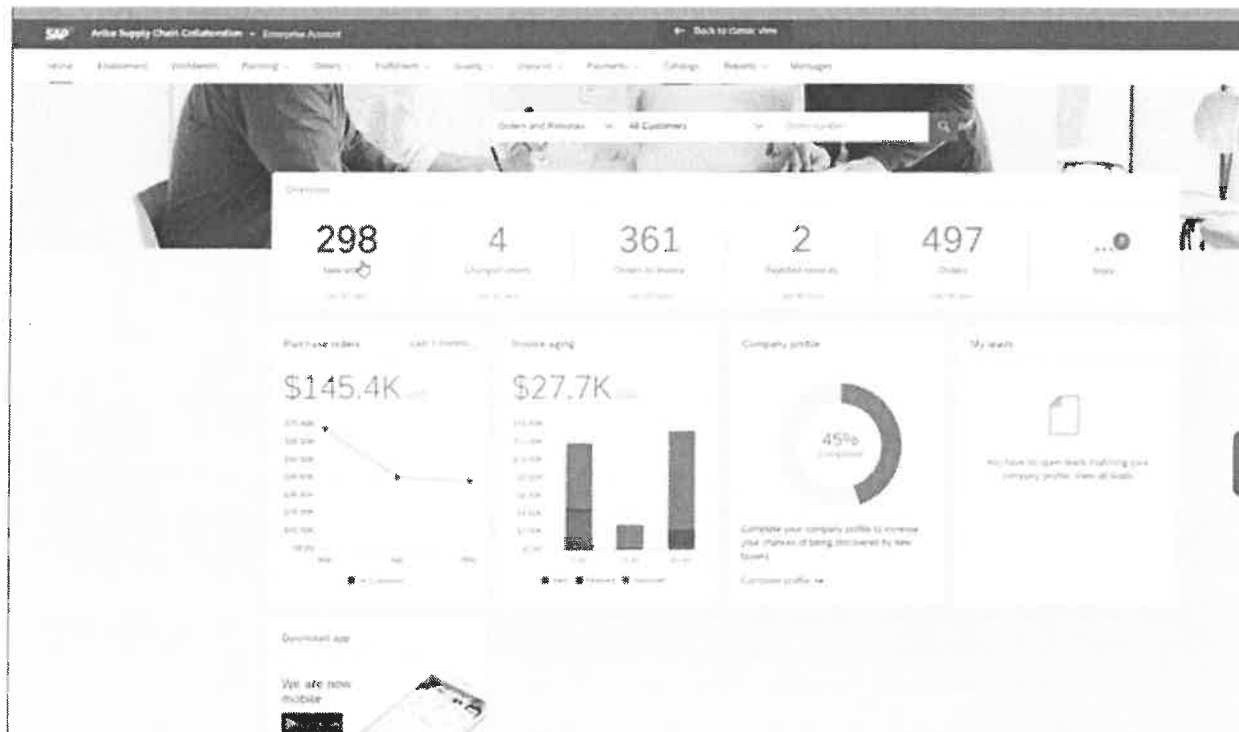
Today's procurement organizations face growing pressure to achieve more with less – and keep costs and risks low to help the business succeed in an unpredictable economy. Digital procure to pay (P2P) solutions can play a key role in meeting these goals, enabling you to integrate purchasing with accounts payable systems and transform efficiency throughout the procurement process. That translates to better performance at every stage, including:

1. Selecting goods and services.

2. Managing orders, approvals, and compliance.

3. Receiving and reconciliation.

4. Invoicing and payment.

The right technologies equip procurement to work more productively and effectively, increasing savings and improving your company's financial resilience.

carahsoft

4

SAP

Streamline and simplify the entire P2P lifecycle.

The SAP* Ariba* Buying and Invoicing solution delivers the advanced features and functionality you need to take procurement results to the next level. By automating formerly manual tasks and supporting close collaboration with suppliers, the solution drives faster approval flows, shorter cycle times, and better user engagement helping you ensure that purchases meet business guidelines and negotiated savings reach your bottom line. A wide range of powerful capabilities allows you to manage more spend with less effort, optimizing outcomes across each step of the P2P process.

Goods and services selection.

A next-generation user experience and intelligent recommendations enable any buyer to search for and select goods and services easily and intuitively. Seamless integration with the SAP Ariba Catalog solution and our mobile applications provides an easy-to-use guided buying experience.

Order, approval, and compliance management.

Enhanced cross-organization control helps you increase spend under management and fulfil procurement goals faster. Automated capabilities let you quickly and efficiently raise and manage individual or aggregated requisitions as well as purchase orders, create and edit approval flows, handle notifications, and use queues for document approval; provide information for budget checks using data imported from your ERP system, and administer contract compliance for requisitions, orders, and invoices.

Receiving and reconciliation.

The ability to handle receipts for goods and services inside a single system decreases maverick spend and supports accurate, timely billing. Greater transparency in funds management accounting gives you clear visibility on when and where goods have been received.

Invoicing and payment.

Efficient digital capabilities help your accounting team shorten invoice processing and payment times from weeks to days: receive, process, and pay invoices digitally, including non-PO invoices and electronic invoices submitted through SAP Business Network; send "okay to pay" notifications directly to payment systems; and adhere to global taxation rules and validate invoices without manual intervention.
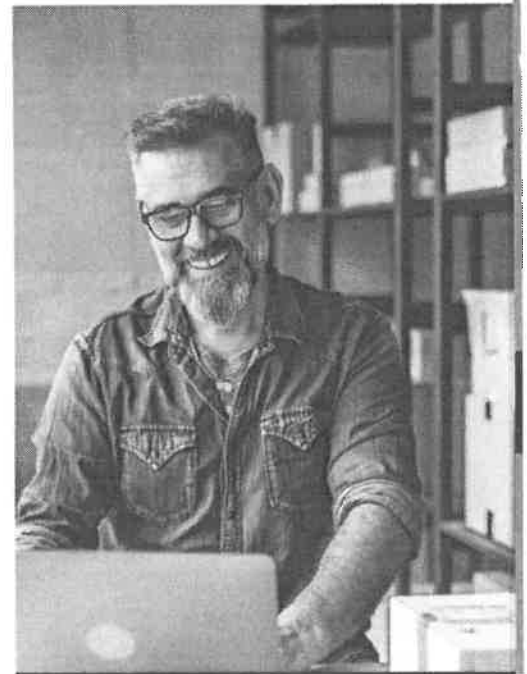
Experience better procurement.

In-depth spend insights through analytics and reporting.

- Comprehensive analytics and reporting tools deliver data-driven insights across multiple spend parameters, boosting your ability to identify performance gaps and savings opportunities.

End-to-end efficiency and transparency through connected processes and systems.

- Integration with SAP Business Network supports consistent, effective collaboration with your suppliers and partners.

- Built-in invoice management rules require suppliers to resolve errors and exceptions before submission, enabling near-touchless prevalidation and processing that expedite reconciliation and payment.

- Multi-ERP support lets you integrate data from various SAP Ariba Buying and Invoicing instances to provide cross-site reporting, with options to enable partial or full data sharing among sites.

- Procurement workspaces provide a single repository to see and store all data and documents related to procurement requests — including requisitions, sourcing projects, contracts, purchase orders, invoices, and receipts — so you can better manage team members, tasks, messaging, approvals, sub-projects, transactions, and more.

Experience better procurement.

With SAP Ariba Buying and Invoicing, you gain immediate access to extensive resources and benefits, such as:

Rapid adoption and ROI through an enhanced user experience.

- A streamlined guided buying experience gives even casual users a single, easy-to-use way to search for and purchase goods and services.
- AI and machine learning help direct users to goods and services based on their roles and your organization's procurement and sustainability policies.
- User-friendly service entry sheets provide tracking for projects, activities, and assets and make it simple to determine a detailed cost allocation for each.
- Optional customization of language, currency, and dashboards lets you see the information you need to perform tasks efficiently and effectively.
- An intuitive AP-centric design preconfigured with best practice workflows helps you rapidly manage invoice approvals, apply cost codes, and resolve invoice exceptions.

Why Carahsoft/SAP/Premikati and DLRP?

Carahsoft understands that the DLRP is seeking to develop, implement, and provide support for an automated Procurement Management System. As the Prime Contractor, Carahsoft has assembled a team for the initiative that includes our Solution Provider, SAP, and Implementation Partner, PREMIKATI, as the best solution to meet the DLRP's requirements.

SAP provides the DLRP with a best-in-class software solution, and PREMIKATI has the skills and experience to lead the DLRP through a successful implementation. We have successfully designed and delivered similar solutions to Public Sector customers, for over 25 years, to meet the needs of their departments and agencies. Our procurement and services solutions optimize DLRP workflows and streamline your internal processes.

At SAP, we enable organizations to connect and collaborate in the most effective way possible through industry-leading business network and cloud services. Our greatest strengths include fast time to value, ease of use, and technology and market intelligence. In choosing us over alternative solutions, our clients most often cite the following factors that differentiated our solution from the competition:

- **Recognized leadership** – SAP is a long-time leader recognized by major analyst firms (Gartner, Forrester, IDC, and Spend Matters) across all source-to-settle processes. In 2022, Gartner recognized SAP as a Magic Quadrant Leader for SAP Ariba and SAP Fieldglass solutions for the seventh consecutive time. Learn more here.
- **Integration** – SAP solutions support 4 types of integration: business process integration (inter and intra), master and transactional data integration with your wvOASIS ERP system, and business process extensibility via APIs.
- **Significant savings** – You can cut supply costs by as much as 10% and lower processing costs by 25% to 60%. The automation of manual processes increases productivity, decreases operating costs, frees up FTE capacity and reduces supplier onboarding time. Ariba provides supplier invoice collaboration and visibility for early-payment discounts and payment-terms optimization, while minimizing payment status inquiries.

- **Robust security** – Our cloud services are audited regularly by a third party and are compliant with PCI DSS, ISAE 3402 SOC1 (formerly SAS 70), SOC2, and SOC3 standards. Our technology and processes uphold the highest principles in security, availability, processing integrity, privacy, and confidentiality of your data.

Company Overview:

Background, experience, and qualifications of the vendor.

Prime Contractor: Carahsoft Technology Corp.

Carahsoft Technology Corp. is The Trusted Government IT Solutions Provider®. As the Master Government Aggregator® and Distributer for our vendor partners, we deliver solutions for Cybersecurity, MultiCloud, DevSecOps, Big Data, Artificial Intelligence, Open Source, Customer Experience and more. Working with resellers, systems integrators MSPs and consultants, our sales and marketing teams provide industry leading IT products, services, and training through hundreds of contracts. Founded in 2004, Carahsoft is headquartered in Reston, Virginia and employs more than 3,200 professionals dedicated to serving our Public Sector and Healthcare customers and partners.

Vendor and Partner Relationships – In addition to establishing strategic, long-term relationships with the industry's leading manufacturers, our partner ecosystem encompasses more than 3,000+ government contractors, resellers, and integrators who we support and enable with an entire suite of value-added opportunities that run the gamut from training/certification and pre-sales support to lead generation and business development.

Proven Execution – Carahsoft has deep expertise in government contracting and procurement. We manage and maintain a wide variety of government-wide and agency-specific purchasing contract vehicles and purchasing agreements for agencies at the state, local, and federal levels. As a result, we now serve as the largest government partner for the majority of our vendors, who have also entrusted other major aspects of their businesses to Carahsoft including partner enablement, commercial sales, renewals and upsell, and help desk services.

Contract Vehicles – Since 2004, Carahsoft has acquired and maintained a wide variety of purchasing contract vehicles for agencies at all levels of government. Associated with all contracts are dedicated and experienced contract management resources. A list of available contracts can be found at www.carahsoft.com/contracts/index.php.

Growth & Stability – A stable, conservative, and profitable company, Carahsoft has demonstrated impressive growth year after year, with annual revenue of $3.4 million in our first year in 2004 to over $16.4 billion in 2023. In a single month, September of 2023, our team of dedicated, highly trained marketing, sales, contracting, and business operations experts processed 21,564 orders worth more than $2.9 billion.

Awards and Industry Recognition – Carahsoft receives awards for our excellent performance yearly. For more information on the hundreds of awards we have received please visit our website at https://www.carahsoft.com/awards

Solution Provider: SAP

SAP is one of the world's leading producers of software for business process management, developing solutions that facilitate effective data processing and information flow across organizations. We offer end-to-end solutions across 25 industries and 12 lines of business, localized by country and for companies of any size. We also have the largest cloud portfolio of any provider. Our customers range from small companies (80% of our customers are small and mid-size enterprises) to global organizations (99 of the largest companies in the world run SAP software). Our solutions and services are designed with customer centricity in mind, with superior user experience based on a mobile-first approach and a choice of consumption, be it on premise or in the cloud.

Our unique ecosystem comprises thousands of startups, over 24,000 partners and over three million SAP Community members in 200 countries. Over 107,000 SAP team members in 140 countries help our customers tackle complexity and guide their transformation into digital businesses.

Our solutions help customers address technology trends such as cloud computing, Big Data, the Internet of Things (IoT), and artificial intelligence that go hand in hand with the social trends that are changing how we live and work.

Our core business is focused on the software and services markets. SAP S/4HANA is the next-generation business suite and core around which businesses can operate all their processes in real time to enable successful business outcomes. SAP S/4HANA works seamlessly in combination with our business network offering. SAP Helps the World Run Better.

Our purpose is to help the world run better and improve people's lives. Our promise is to innovate to help our customers run at their best. We engineer solutions to fuel innovation, foster equality, and spread opportunity across borders and cultures. Together with our customers and partners, we can transform industries, grow economies, lift societies, and sustain our environment.

Implementation Partner: PREMIKATI

PREMIKATI is a woman-owned procurement consulting firm that has been in business since 2009, specializing in SAP Ariba procurement solutions. As an SAP Gold Partner since 2017, PREMIKATI has extensive experience deploying and implementing SAP Ariba modules across various industries, helping clients streamline their procurement processes and save both time and money.

The company operates from a U.S.-based headquarters, serving mid-market and large enterprise clients across North America, including recent expansion into the Canadian market. PREMIKATI's team is comprised of seasoned procurement professionals with decades of collective experience working with Fortune 50 companies including SAP, enabling them to deliver strategic consulting, procurement transformation, and software implementation services.

With a focused employee size of approximately 30 resources, PREMIKATI provides a wide scope of services that include procurement, contract management, supplier enablement, and procurement health checks, supported by a strong Center of Excellence. PREMIKATI also offers support for SAP Ariba modules such as Guided Buying, Supplier Risk, Sourcing, and Contracts, making it a trusted partner for procurement transformation initiatives.

The company continues to grow, expanding its portfolio with services like the PREMIKATI Marketplace and other solutions through integrated procurement platforms that promote compliance and operational efficiency in complex industries.

Technical Approach:

Detailed description of how the vendor plans to meet the requirements.

4.2. Project Goals and Mandatory Requirements:

The Vendor should describe what their solution can do to optimize our workflows and streamline our internal processes. Vendor should describe its approach and methodology to providing the service or solving the problem described by meeting the goals/objectives identified below. The Vendor's response should include any information about how the proposed approach is superior or inferior to other possible approaches. The Vendor should also include past working experience with WV Agencies and WV Office of Technology. Vendors should use existing licenses/connectors already held by the State of WV when possible. We currently have Microsoft 365 G5 licensing with many connectors available, such as Power Platform, Oracle Database, Power BI, and Power Automate. It is important that vendors understand that we are not looking for an ERP system, but rather a tool that will help us manage the specific steps, tasks and workloads associated with procurement.

The SAP Fieldglass' software will provide DLRP the ability to automate both the contingent labor and services procurement processes beginning with a hiring manager requesting a resource and continuing through procurement, on-boarding, time and material tracking, payment processing and eventually off-boarding the worker. This automation streamlines the process of procuring, enhances supplier connectivity and collaboration, and improves overall efficiency through process standardization and compliance. Procurement cycle times (requisition to service start) have been reduced by as much as 70 percent using SAP Fieldglass.

Key process efficiency gains through automation include:
- Decision logic around sourcing options
- Streamlined approvals in one centralized platform. All approvals can be configured to follow current guidelines and thresholds to ensure no duplication of work
- Statement of Work or Job Requisition creation
- SOW Bidding / Collaboration
- SOW response review and/or candidate screening
- Reviewing candidate CVs (CV ranking and scoring)
- Onboarding process (e.g. action item checklists, connections to other systems and status notifications)
  – SOW / Job Request / Work Order approvals (including user proxies)
- Submittal and approvals of Time worked, deliverables / milestones completed, scheduled payments, unit based fees, expenses, etc.
- Automated invoicing from approved costs, including invoice consolidation. This feature allows customers to choose the manner in which to group the invoices; such as by business area, period, currency, or supplier. Once created, the consolidated invoice can be routed for approval and then exported into a report or an integration file. This file is then provided to customer accounts payable

carahsoft.

SAP

systems for processing and payment. Our customers typically use weekly or monthly invoicing schedules; however, the frequency is determined by each customer.
- Access to real-time data and analytics

As well as having automated processes through the SAP Fieldglass system, there are also integration capabilities into the various West Virginia DEP, Division of Land Restoration's Procurement Unit (DLRP) systems. These integrations streamline the processes mentioned above to another degree. Integrations can bring in time sheet information from 3rd party systems, including previously approved time and not requiring additional approvals within Fieldglass.

SAP Ariba Buying and Invoicing (B&I), is designed to optimize and streamline procurement workflows by focusing on key steps, tasks, and workloads within the procurement process. SAP Ariba B&I automates the end-to-end requisition-to-invoice cycle, minimizing manual tasks and accelerating procurement activities. This solution offers real-time visibility for spend data, allowing procurement teams to make informed decisions, monitor compliance, and identify cost-saving opportunities. The platform also enhances collaboration with suppliers by providing a centralized system for managing orders, confirmations, and invoices, reducing delays and ensuring accuracy. Additionally, SAP Ariba B&I includes built-in compliance and audit tools that ensure procurement activities align with internal policies and external regulations. Its user-friendly interface ensures quick adoption across departments, making it easier for teams to manage procurement tasks efficiently and effectively

At **PREMIKATI**, our Ariba implementation methodology is designed to seamlessly integrate Ariba technology into your procurement processes while ensuring maximum adoption and efficiency. Our approach is structured around four key phases: Prepare, Explore, Realize, and Deploy. During the Prepare phase, we meticulously plan the project scope, goals, expectations and resources, setting a solid foundation for success. The Explore phase involves detailed solution design and configuration, incorporating both functional and technical aspects. In the Realize phase, we focus on building, testing, and fine-tuning the solution, ensuring it meets all business requirements. Finally, the Deploy phase ensures a smooth transition to the live environment, complete with comprehensive training and support to guarantee user readiness and system stability. With a strong emphasis on change management and cultural adoption, our experienced team, who have led procurement operations in Fortune 500 companies, works closely with you to drive successful outcomes and long-term value from their Ariba investments.

4.2.1. Goals and Objectives – The project goals and objectives are listed below.
4.2.1.1 System Architecture & Development
The Vendor should describe their approach to gaining an understanding of the needs of our program, how they plan on developing a scalable system architecture, and how they will tailor the system to fit our needs and existing processes. Vendors should use existing licenses/connectors already held by the State of WV when possible.

Dealing first with the scalability and licensing of our solutions, SAP Fieldglass is managed as a service in our scalable cloud. We monitor and watch all transactions that fall outside expected load, time allowances. SAP Fieldglass manages SLAs on uptime and page load times. This includes all major transactions. We have a number of models to accommodate customer requests when they pertain to SLAs. Sizing is not

required for any one customer, and it is performed when thresholds are reached on each tier of our infrastructure.

SAP Fieldglass is licensed on an annual subscription-based model, charged annually in advance. The costs are based on the estimated annual spend put through the solution.

There are no user restrictions. A customer can enable as many users as they choose. There are no restrictions on the volumes spent licensed by a customer. If a customer requires more capacity to spend, they are able to subscribe to more.

SAP's Approach to Understanding the Needs of DLRP Program and Best Practices
SAP is uniquely positioned to be able to provide not only industry best practices as it relates to your extended workforce, but to help DLRP on its journey to achieve its goals in the procurement of goods and Services.

There are a number of ways SAP Fieldglass will manifest and propose best practices for the benefit of DLRP.

First, SAP Fieldglass has the largest customer base globally for a VMS provider. The benefit of working with a provider with such an expansive and accepted global scale is that we have the power to be able to solve complex challenges with tried-and-true technology solutions, that have measurable and proven results for our entire community. This global community also drives our innovation roadmap for our bi-annual release cycle. With this global community working in harmony with their account team and product development, we are continually delivering solutions that benefit all customers.

Secondly, SAP Fieldglass is part of the SAP ecosystem. Which means that we have the ability to pull insights from over 30,000 global experts in all lines of business, not just the extended workforce, to solve complex business problems for DLRP. As the writers of this RFP understand, the extended workforce is a critical part of operations, but it does not operate in a vacuum. Understanding the role the extended workforce plays within an intelligent enterprise and how it supports both source to pay and human capital management, as well as customer success is a perspective that only SAP Fieldglass can provide to DLRP. We keenly understand the fit of SAP Fieldglass within the DLRP ecosystem, and how to operate in harmony with your holistic technology platforms.

In addition, SAP Fieldglass has a rich partner and application network. Such that, should the SAP Fieldglass solution need to be extended to meet DLRP's business requirements, we can react with agility and recommend a trusted partner to extend the capabilities of the application with a best in class partner platform.

Lastly, the people of SAP Fieldglass. When we consider expertise and how its applied its both in terms of product development, but also for the care of your program and business objectives, it is the people that are truly the differentiator in expertise for SAP Fieldglass. With Preferred Success, our newly enhanced customer care program, DLRP will have documented achievement metrics that they can define and SAP Fieldglass will manage to the success and outcomes of these milestones. It is a completely documented and transparent way of delivering value back and measuring ROI for a program. These team members have an average a Fieldglass tenure of 8 years, many coming from industry and partner peers who have

implemented and managed global programs. They can react with experience of what has worked, and what hasn't for customers. SAP Fieldglass believes that our expertise lies in the talent we extend to you, DLRP for the benefit of your program and the accomplishment of your mission of sustainable solutions.

SAP Ariba Buying and Invoicing (B&I) is highly scalable, catering to organizations of various sizes, from small businesses to large enterprises. This scalability is achieved through its cloud-based, software-as-a-service (SaaS) model, which provides the flexibility to grow alongside an organization's needs without the need for significant infrastructure investments.

At **PREMIKATI,** our approach to understanding and addressing the specific needs of your program begins during the prepare phase where we gather a detailed assessment of your existing processes, goals, and pain points. We collaborate closely with your team to gain a thorough understanding of your current operations. Following this, during the explore phase we design and configure the solution to meet all DLRP's business needs. Our Ariba implementation methodology is designed to create a scalable system architecture tailored to your unique requirements while ensuring seamless integration into your procurement workflows.

4.2.1.2 Mobile-Friendly Form Creation & Automated Submission Solution

DLRP needs the ability to create & automate mobile-friendly forms for a variety of uses, such as purchase requests, change orders, invoice submissions, etc. Because of the amount of time supervisors work in remote locations, it is also important that approvals can be submitted through a mobile device. The vendor should explain how their solution can achieve this & streamline workflows, form submissions and review/approval processes.

SAP Fieldglass provides three mobile apps that are available for download from the Apple App Store (iOS) and Google Play (Android):

SAP Fieldglass Manager Hub
Designed to provide convenient, role-based access to key capabilities from our desktop application, the SAP Fieldglass Manager Hub mobile app lets you:
- Log in quickly and securely via PIN or biometric identification
- Expedite worker engagement with options to create job postings, vet and shortlist candidates, schedule interviews, hire workers, review rates, and create and revise work orders
- See worker status and alerts at a glance through the My Workers dashboard
- Oversee and approve/reject worker activities, time sheets, and expense sheets
- View and process pending approvals, interviews, work items, and more

SAP Fieldglass Time Entry
By making it simple to manage time sheets on a mobile device, this app helps external workers focus more on the job and less on logistics with the ability to:
- Log in quickly and securely via PIN or biometric identification
- Quickly record, review, and revise hours worked without logging into a desktop application
- Input hours on a daily basis to enhance time reporting accuracy
- Instantly respond to rejected timesheets and keep invoicing cycles on track
- See up-to-the-minute status of previous and pending time sheets

SAP Fieldglass Service Order Mobile App
Designed for external workers located out in the field, this mobile app makes it possible to view and record the completion of tasks (on Statement of Work documents) on an immediate basis, with functionality that includes the ability to:

- Log in quickly and securely via PIN or biometric identification
- View work items and tasks sorted by status and expected completion date
- Mark items complete as work gets done
- Attach and enter a description of supporting documents, such as photos and receipts, to show that work was completed or supplies were purchased

Mobile Accessibility
SAP Ariba Buying & Invoicing supports mobile access through its SAP Ariba Procurement App available on both iOS and Android. This allows users to create and submit purchase requests, change orders, and invoices on the go. Approval can be completed by a mobile device, ensuring no disruptions for supervisors working in remote areas. SAP Fieldglass also provides similar mobile capabilities for managing contingent labor, services, and approvals across various procurement activities.

> *The vendor should provide information on how forms can be customized for various purposes and what templates are available. The vendor must demonstrate how forms are automatically routed to various review or approval levels depending on specific criteria. The vendor must provide information about how data submitted through the forms can be tracked and updated by primary users of the system. Also, the vendor should explain how the solution notifies parties of status updates throughout the workflow. The solution should support customizable workflows with the ability to automate processes across multiple teams, without requiring advanced coding or technical expertise.*

For **SAP Fieldglass** a variety of customer-specific forms can be created throughout the tool, including job posting and SOW templates, qualification libraries, on/offboarding checklists, evaluation surveys, 1099/Independent Contractor vetting info, and more.

SAP Fieldglass also supports an unlimited number of custom fields. Custom fields can be mandatory, validated and utilized in workflows as well as standardized across multiple modules of the application.

All fields captured within the application are available and reportable from the solution.

Additionally, custom fields can be configured to show for only specified areas of the business, such as by business unit, site and/or labor type. This aids greatly in those programs spanning large geographic regions.

SAP Fieldglass also supports linked custom fields between transactions. For example, if a value is entered on a contract, it is automatically carried forward to the subsequent transactions (work order, timesheet, invoice, credit/debit memo).

Custom fields may be added by DLRP's system administrator using the SAP Fieldglass self-service administration module at any time at no charge.

Attachments can be included on several different transactions within SAP Fieldglass, including forms, work orders, activity items, expense sheets, and invoices. SAP Fieldglass does not limit the number of attachments that are allowed; however, the total size of all attachments on a single transaction cannot exceed 5MB in the Contingent module and 50MB per document in the SOW module. The following file types are supported:

CSV, DOC, EFX, GIF, JFIF, JPE, JPEG, JPG, LWP, PDF, PNG, PPT, PPTX, RTF, TIF, TIFF, TXT, XLS, VSD, MPP, DOCX, DOCM, DOTX, DOTM, XLSX, XLSM, XLTX, XLTM, XLXB, XLAM, MSG.

All attachments are automatically virus-scanned by the application prior to submittal.

Additionally, SAP Fieldglass provides advanced search capabilities that allows for a "global" search of all transactions and data points within the platform.

Routing of Forms for Review or Approval Levels Depending on Specific Criteria
The solution has this ability. SAP Fieldglass can define specific approval rules to route a document through a particular approval path based on conditions or values entered on native or custom fields. These rules can be leveraged to construct even the most complex or unusual approval scenarios.

Different approval rules and workflows can be configured for each transaction type in SAP Fieldglass, including but not limited to: Requisition, Work Order, Time Sheet, Invoice, Work Order Revisions, Expense Sheets, Misc. Invoices, Credit/Debit Memo, Statements of Work, Decision Forms, etc.

Additionally, the approval workflows in SAP Fieldglass are created and associated to the org structure held within the system. This means that although DLRP is one organization, individual departments or business units can have unique approval workflows depending on business requirements.

Status Updates Throughout the Workflow
Each documents' lifecycle status is immediately available on the user's landing page. Graphical indicators quickly identify what next steps are required to ensure an efficient and effective sourcing experience. At any time, a requisitioner can also view the status of any transaction in SAP Fieldglass to understand where it is in the lifecycle, what the next step is, and whose responsibility it is. In addition, while a document is in pending approval status, the customer can view the document to identify the number of approval levels required as well as each individual that must approve, allowing the customer to proactively monitor and anticipate the engagement opportunity.

Once an assignment is in progress, users have real-time visibility into the budget, spend to date, hours utilized, etc. SAP Fieldglass can also proactively monitor the budget (and end dates) by sending notifications to the appropriate users as predefined thresholds are met (such as 80% budget utilization).

More about Configurable Workflows
Workflows are configured by DLRP's administrators through the SAP Fieldglass administration user interface. DLRP configures which internal users will receive, review and approve the forms filled out by suppliers. Workflows can contain any of the following features:
- Multi-tiers to support linear approach approvals

carahsoft

SAP

- Condition-based approvals based on data-driven events, such as a transaction's cost, financial authority, tenure compliance, bill rates, overtime rules and even customer-defined fields
- Business unit affiliation, allowing one standard approval process to be used for the entire company, or for each business area to have its own unique workflow
- Ad hoc approvals supporting the need for on-the-fly selection of approvers
- Approvals from mobile devices, such as an Android, iPhone, Windows Phone, or iPad that are secure and authenticated
- Email approvals, allowing the user to approve or reject the item directly from email without needing to log in to the application
- A variety of actors, such as approvers, editors, notification-only, and escalators

SAP Fieldglass is also designed to support customers with processes and workflows that differ by business area, location, and labor type through configuration. Approval workflows can be multi-tiered and conditionally based, driven by data-driven events such as budget, overtime, extensions, or even responses to custom or user-defined fields. Requisition distribution can be pre-configured based on the job description, and user roles can be configured to manage user access and data visibility. It is quite common for SAP Fieldglass customers to manage different labor types across many locations where each business area may have specific approval hierarchies that apply to only those positions hired within that business area.

From Customization and Management
Both **SAP Ariba** and SAP Fieldglass offer extensive form customization options. Users can create and modify forms through a simple drag-and-drop interface, requiring no advanced coding or technical expertise. This enables DLRP to create custom forms for different uses (purchase requests, change orders, invoices, etc.). Templates can be adjusted based on specific business needs, providing flexibility in meeting procurement requirements.

SAP Ariba comes with pre-configured, standard templates for common procurement processes such as:
- Purchase Requisitions
- Purchase Orders
- Invoices
- Change Orders

Similarly, **SAP Fieldglass** offers standard templates for managing contingent labor, including:
- Work Orders
- Statement of Work (SOW)
- Timesheets & Expense Reports

These templates come as an out of the box feature and are highly customizable and can be tailored to fit DLRP's business use cases.

Workflows:
The workflow engine is the same across modules and easily configurable in the same User Interface. **SAP Ariba** provides automated workflow approval rules that can be based on any combination of spend amount, supplier, user profile and commodity type. Email notifications with approve/deny/open buttons, line item

details, comments and approval history helps expedite the approval process. There are standard approval rules included to route any requisitions, sourcing events, contracts, supplier qualification or invoices. Users can add ad hoc reviewers and approvers to the workflow on a requisition.

The default approval flow for a document is based on the approval rules defined for that type of document. Users can, however, modify the approval flow before submitting their request or during the approval process. Restrictions enforce who can add approvers as follows: If a user is the preparer, they can add an approver or watcher in parallel to the approval flow. If a user is an approver or a watcher, they can add new approvers before or after existing approvers, or in parallel to them. They cannot add approvers before an approver who has already acted on the request, or before a watcher. Only authorized users can delete approvers.

Users with the approval admin rights can configure their custom workflow in a graphical user interface. The customer will be able to define digitized workflow and real-time visibility for any customer-defined review or approval. Depending on the data collected as part of the process, the system can determine the needed workflows and approval steps. Approval can be configured as single, multi-step, serial, parallel and custom approval flows.

DLRP can define rules and processes based on any single or combination of fields and workflow steps can be delegated. Service Level Agreements (SLA) can be defined for escalation and status (including aging status) can be provided in standard reporting and dashboards. Moreover, mobile approvals allow users to approve directly on their mobile devices.

4.2.1.3 Improved Workflows, Collaboration & Oversight

DLRP needs an improved system for ordering and invoice processes, as well as a way to populate internal forms with required information, such as pre-set coding for common invoices. The vendor should show how their solution will reduce the number of steps needed to process orders and invoices, while reducing coding errors. The vendor should demonstrate how our own coding sheets and required forms can be integrated into the workflow system. The vendor should demonstrate how the solution allows DLRP supervisors to view and manage workflows and assignments. The solution should also allow for collaboration among multiple stakeholders to work on the same project at the same time, with instant updates reflected in shared dashboards and reports.

Improved Ordering Process for Services
To simplify and speed up the process of creating an SOW, SAP Fieldglass provides a wizard and guidance with the SAP Fieldglass platform based on company specific rules and criteria, which walks the manager through the steps and pre-fills much of the data along the way approved by the company or based on approved foundational data elements. A SOW is created by selecting from a list of company approved and pre-configured templates, which can be set up and associated with foundational organizational data that will utilize them. Categories of SOW templates can also categorized so that users can easily find the type of template they need. Suppliers can be pre-defined and associated to the templates to ensure that procurement's sourcing strategies are enforced by the technology. The workflow process of the SOW follows the organizational defined rules around approvals and validation of data that is supported by your MSP team. What is configured in the VMS platform is at the direction of the client and the organization's requirements.

Improved Services Invoicing

When SOW line times are due and/or complete the suppliers have the ability to submit those SOW line items (i.e.: milestones, deliverables, fees, scheduled activities) which can route back to defined DLRP resources such as the business owner, category manager or project manager for review and approval prior to invoicing. Suppliers can also add in attachments so that, before a manager clicks approve, he/she can review the supporting documentation and ensure the proper service has been delivered prior to invoicing. SAP Fieldglass will invoke an automatic invoicing process once the SOW line item has been approved, eliminating the need for a supplier to manually issue a payment request back to you. The SOW line item invoice and can subsequently go through your payment processes. Most customers do not require a second approval on an invoice. Rather, the timesheet/deliverable/milestone approval is seen as an 'ok to pay' for that service and the invoice is automatically sent downstream into your AP systems for processing and payment.

SAP Fieldglass provides the following features to assist with SOW invoice processing and payment:
- Web Interface - Suppliers can mark the milestones, deliverables and schedules that are completed.
- Split Accounting - Statements of work are associated with one/many cost centers and/or project codes to ensure accurate capture of payments and seamless integration with invoicing and A/P.
- Milestone/Deliverable/Schedule Approval - Online approval allows managers to approve from anywhere in a timely manner.
- Consistent Accounting Information - Accounting information is captured up front on the statement of work (SOW) and is then tied to the milestones, deliverables and schedules and invoices, eliminating any need for time-consuming two-way and three-way reconciliation.
- Invoice Scheduler - Customer controls regarding when invoicing occurs and how invoices are submitted to ensure timely invoices according to required business processes.
- Auto-Include Tax and Discounts - At the SOW level, suppliers can configure tax and other discount settings. When an invoice is created, these settings are automatically included, eliminating errors and providing clean invoice data immediately.

SOW Collaboration

DLRP can add several collaborators into the SOW negotiation process. We have seen customers incorporate different internal stakeholder groups as part of this process such as procurement, legal, and business owners/project managers. While these are oftentimes the most common internal collaborators, DLRP is not limited in including other user groups as well. In addition, your suppliers are able to collaborate and submit revised proposals that include changes for one, many, or all of the trackable items. The back-and-forth process of negotiation can be repeated as many times as needed.

Automated Workflows

SAP Ariba Buying & Invoicing offers customizable workflows that reduce manual steps in the procurement process. Templates for common invoices can be pre-configured using business rules, reducing the need for manual entry and minimizing errors. Once set up, these workflows automatically apply the correct accounting codes and routes documents based on predefined criteria, helping DLRP eliminate repetitive tasks and potential errors.

Workflow Management and Collaboration:
Workflow Visibility and Management: **SAP Ariba** provides a central dashboard where DLRP supervisors can monitor and manage procurement workflows. Supervisors can view the status of purchase requests, orders, and invoices, as well as see which steps are pending approval. This enhances transparency and helps ensure processes move swiftly.

Collaboration Among Stakeholders: **SAP Ariba** supports multi-user collaboration, allowing multiple stakeholders to work on the same project simultaneously. Real-time updates are reflected across shared dashboards and reports, ensuring that everyone involved in a project is on the same page. SAP Fieldglass also supports collaboration in managing contingent workers, including approvals, project progress, and time sheets, making it an ideal solution for managing workforce-related projects.

4.2.1.4 Integrated Tracking

> *DLRP needs a single place to track and report on procurements. The vendor should provide information about how workflows for multiple tasks and projects are tracked simultaneously. The vendor should explain the sharing, editing, and permissions capabilities of the tracking system. Also, the vendor should demonstrate the capability of tracked information to be exported into other file formats, such as CSV or PDF. The capability of the system to generate notifications, such as upcoming contract expiration dates, based on tracked data should also be demonstrated. The vendor should demonstrate how their solution will integrate with our existing systems and relevant applications.*

SAP Fieldglass provides an SOW creation workflow that allows DLRP to route the SOW to the supplier for collaboration, negotiation and edits. The tool automatically tracks the changes made by each party and flags them as red-lines for review. The back-and-forth negotiation process can occur as many times as needed until the SOW is finalized. Once finalized, SAP Fieldglass can route the SOW through DLRP's own configured approval workflow for proper authorization and review.

As transactions move throughout the process, a status is assigned and is reportable. All actions are date and time stamped. This data can be grouped by project for reporting and cycle time metrics.

Also, each document within SAP Fieldglass contains a graphical summary at the top left side of each page showcasing the overall process as well as where it currently sits. Users can easily view where in an approval process a document is or what the next step should be. Furthermore, configuration can allow DLRP's users to view the individual name(s) of the resource currently reviewing or/and approving the document.

Change controls are tracked, through a formal revision process. SAP Fieldglass provides a revision mechanism that allows you to make changes to the SOW and have them flow through an approval workflow. Each revision of the SOW is maintained as a separate version so that all historical versions of the agreement are tracked and viewable.

Within an SOW, SAP Fieldglass allows full tracking of workers with timesheets and/or expense sheets as well as any specific line item within the SOW. With respect to workers and their assignments, DLRP can choose a variety of different levels, for example:
- Track workers purely for a headcount reporting

- Track workers to ensure onboarding and offboarding tasks are monitored and completed
- Track workers and weekly hours worked (with no billing of timesheets) to understand how many hours were consumed by the workers
- Track workers with weekly hours and expenses consumed for billing purposes

Reports can be generated in a number of formats including PDF, CSV, XLS and RTF. Ad hoc reports can be saved for future use and scheduled to be automatically generated and sent through email. There is no additional cost for using the ad hoc reporting module nor is there a limit to the number of ad hoc reports that can be created. Realizing that you may choose to use your own data mining tools, SAP Fieldglass has several integration options. You are able to download information from SAP Fieldglass on a scheduled basis into the analysis tool of your choice.

Also, SAP Fieldglass provides an extensive list of application programming interfaces (APIs) that may be used to further facilitate data exchange between your systems and SAP Fieldglass.

In addition, SAP Fieldglass' open, agnostic integration platform supports all major enterprise systems and can integrate with any third-party solution.

We have 400+ standard connectors and web services APIs available that were built with open integration standards in mind, to provide a consistent framework supporting our customer's needs, accelerating implementation and providing stability for long term support. Integrations supporting the most common enterprise systems includes but not limited to Oracle, Workday, PeopleSoft, Microsoft, Coupa, Lawson, JD Edwards, Infor and of course, SAP (native/productized integrations within SAP suite of solutions includes Ariba, SuccessFactors, Concur and S/4). Integrations supporting third-party point solutions include but not limited to systems like Ticketing/CRM systems, IDM applications, Background Checking solutions, Time Tracking or PPM solutions, Payrolling and Data Warehouse solutions just to name a few (examples: ServiceNow, SailPoint, SiteMinder, Kronos/UKG, Workforce SW, Clarity, etc.)

SAP Fieldglass has 3 categories of integration offerings:
- SAP FG Standard Integrations - the 400+ available standard connectors and web services API's available out of the box that are highly configurable and flexible, touch every possible integration point (both master/foundational data and transactional data) within the end to end workflow; standardized to reduce need for custom development.
- SAP FG Productized Integrations - out of the box/native, cloud-to-cloud integrations between SAP products to simplify interoperability across the SAP suite, including integrations in place with Ariba, SuccessFactors, Concur and S/4; where SAP owns the development, ongoing maintenance and monitoring of these "productized" integrations to ease the burden and total cost of ownership for the customer.
- Digital Partner Network - ecosystem of digital partner channels delivering seamless and pre-built integrations to transform how customers engage and manage their external workforce; like On/Offboarding, Payrolling, Background Check & Verification, Additional Talent Channels, IC Validation, Taxation, Contracts/CLM, and E-signature tools to list some examples.

SAP Ariba Buying and Invoicing (B&I) offers a centralized platform where DLRP can track and report on procurement activities in one location. The system provides an organized dashboard that allows users to

manage multiple tasks and projects simultaneously, ensuring visibility into the status of requisitions, purchase orders, invoices, and contracts. Each task is tracked through clear workflow stages, enabling teams to easily manage and monitor multiple procurements in parallel without losing control of progress or deadlines.

Access to data and functionality within the modules is based on roles and permissions that determine which features of the solution a user can see and work with, and what data the user can access. The set of permissions for a user is derived from the roles mapped to that user and the groups the user may be a member of. Permissions are mapped to roles and then roles can be mapped to other roles, to users and/or to groups. Users can inherit roles and their associated permissions by being a member of a group. The combination of groups, roles, and permissions allows customers to manage access control in a way that reflects their organizational structures and the roles of users within those structures. The solution provides pre-defined roles and customers can define their own roles.

The solution also provides a single point of integration and administration for users and user profiles, organizations, groups and group memberships, roles and permission mappings. This common data is shared and synchronized across modules automatically. The User, Group, Role and Permission objects can be managed from the provided user interface (UI) or populated from a variety of sources, such as corporate systems and/or flat files. For example, the User object can be populated from an external HR system. The application provides capabilities to perform batch upload from the UI (either through web page-based interactive file upload, or via automated (scripted/scheduled) HTTPS push of data from HR and ERP systems. E.g. User profile data (with supervisor hierarchy), User to Group/Role mapping, etc. are accepted. The system provides functionality to set-up a given user as part of multiple groups.

SAP Ariba B&I allows for the export of tracked information into various formats, such as CSV. This data can be pulled from reports on procurement activities or from audit history. SAP Ariba provides a variety of audit trail mechanisms within the modules, depending on the nature of the objects being managed. As users complete their tasks, create new versions of their documents, perform approvals, etc., the audit details are recorded as part of the transaction. This transaction record then becomes available for query through the user interface. In short, the audit trails are recorded across the SAP Ariba applications suite for all user initiated and background activities.

The system also generates automated notifications based on the tracked data. Users can receive timely alerts for upcoming contract expiration dates, pending approvals, and other critical procurement milestones. These notifications ensure that key deadlines are never missed, keeping procurement processes on track and preventing disruptions.

Additionally, SAP Ariba B&I integrates seamlessly with existing systems, such as SAP S/4HANA, Oracle, and other third-party applications. The integration tool for SAP Ariba is called SAP Cloud Integration Gateway. This ensures that procurement data is easily shared across platforms, facilitating smooth workflows and maintaining data integrity throughout the organization. With its scalability and flexibility, SAP Ariba B&I can easily adapt to the growing needs of DLRP, helping to streamline and optimize procurement processes across department

4.2.1.5 Dashboards

DLRP needs a more efficient solution for communicating status updates to DLR staff. The Vendor should provide a solution for creating customizable "dashboards" based on data collected through forms or input by primary users of the system. The Vendor should show how dashboards are accessed and viewed by users for information on order statuses, approval processes, lead times, etc.

For **SAP Fieldglass** the request lifecycle status is immediately available on the user's landing page. Graphical indicators quickly identify what next steps are required to ensure an efficient and effective sourcing experience. At any time, a request owner can also view the status of any transaction in SAP Fieldglass to understand where it is in the lifecycle, what the next step is, and whose responsibility it is. In addition, while a requisition is in pending approval status, the customer can view the requisition to identify the number of approval levels required as well as each individual that must approve the requisition, allowing the customer to proactively monitor and anticipate the workflow of the requisition. Escalation protocols can also be configured to notify supervisors should any requisition be awaiting approval longer than expected. Lastly, email notifications are sent to each user with updates as a requisition moves through the process.

Each user's SAP Fieldglass desktop may be configured to his/her preferences to display any of the following:
- Interactive graphical dashboards
- Wizard to direct users to the correct procurement type
- Open workers and SOWs
- Work items / alerts
- Notifications
- Reference documents
- Starred items
- Upcoming interviews
- Recently viewed items

SAP Ariba Buying and Invoicing supports pre-defined role-based dashboards and can provide a personalized comprehensive view for individual employees of relevant information (based on user ID and access controls), including data from SAP Ariba applications. Easy-to-use summaries of work-related activities enable users to act immediately. Permission-based customization of the dashboard can include any relevant components such as snapshot views of multiple modules. Access to data can be restricted at the user level by any dimension (division, suppliers, geography, source system, etc.).

SAP Ariba Buying and Invoicing allows end users to configure their dashboards to suit their needs and allows for charts, tables, folders, list views and more to be added anywhere on the dashboard. The pre-defined forms such as purchase order, invoice, receipt and master data objects such as user and supplier are also extensible. New fields can be added, and existing fields can be hidden and/or made required/not required as needed. The standard application package comes with various sets of user-defined fields. All custom fields will be configured by SAP Ariba personnel.

An example of a dashboard is shown below. These dashboards are highly customizable and can be modified to meet DLRP's business needs.
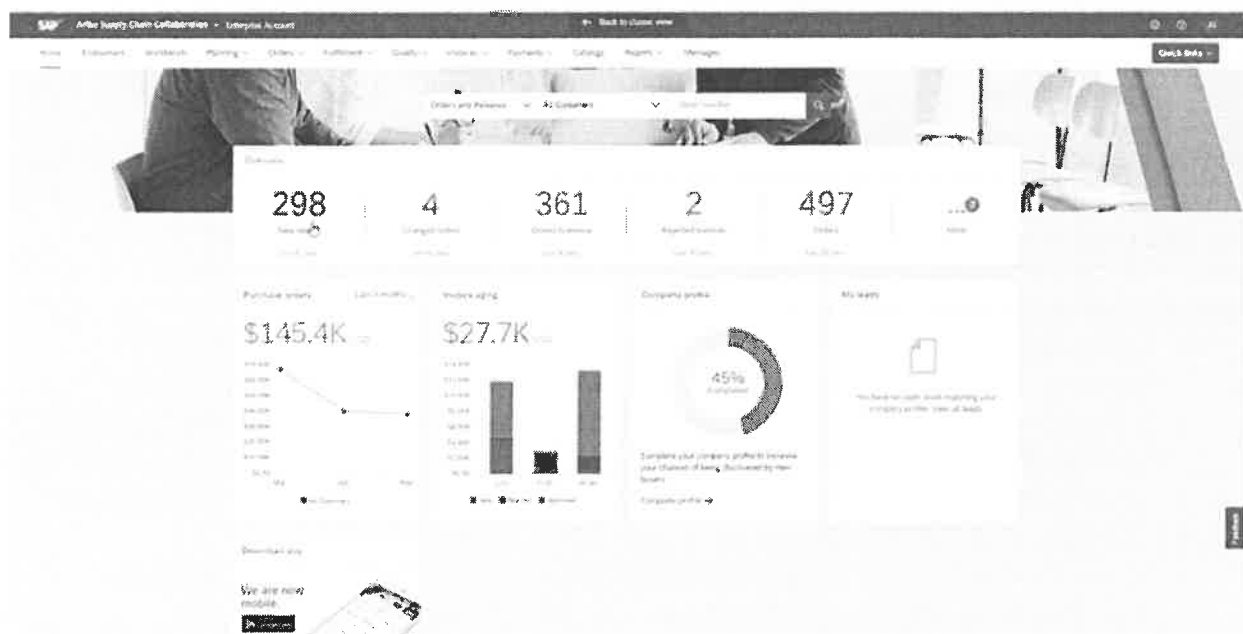
4.2.1.6 Transparency & Reporting:

The Vendor should show the reporting, graphing & charting capabilities of the system based on the data being tracked. DLRP needs to be able to see real-time total expenditures for various projects and grants based on the dollar amounts of purchases made and invoices processed through the system. We also want to be able to customize and export reports based on financial coding information, contract and grant expiration dates, funding, etc.

For **SAP Fieldglass** all draft, pending approval, and rejected expenditures are tracked and made available through reporting. DLRP can aggregate all non-invoiced expenses (timesheet, expenses, deliverables, fees, etc.) and view them across specified timeframes to more accurately budget your monthly accrual amount. Additionally, to reduce the duration in which items are pending approval, SAP Fieldglass can trigger escalation notifications to the proper supervisors to streamline any expenditures awaiting authorization.

SAP Fieldglass provides the ability for customer users to create custom reports with data, filters, and groups based on customer-specific requirements. Custom reports can be created from scratch or can be copied from an existing report, which speeds up the process and makes it easier for first time users. Any business users with permission in SAP Fieldglass are able to create custom reports, free of charge.

For SAP Ariba the reporting / analysis tool is common across all applications. We provide an easy to use 3-step report creation wizard as follows:

- Select the report's source data by choosing the facts you want to work with and data fields that provide the information you want for building your report
- Lay out the pivot table by placing data in its different areas (row, column, or page fields); decide if you want the report to open in detail or aggregate view. This pivot table user interface is similar to MS Excel to reduce the learning curve

- Refine or filter report data to limit amount of data displayed in the report. After you create the report, you can decide whether or not you want to make it a parameterized report and publish it so that it is available to other users. You can add a chart or graph and put the results on your dashboard

Furthermore, the reports themselves are dynamic and can be used for drill down in chart rendering modes.

The reporting capability is built for ease-of-use and flexibility. It offers the same user-friendly interface as other SAP Ariba applications to allow broad acceptance among procurement, sourcing, finance and division analysts. User-friendly features include:
- Two-way contextual linking between the reporting engine and other SAP Ariba applications for seamless access to information across the enterprise
- One-click pie- and bar-charting capabilities and a three-step process to create custom analysis and wizards for visual presentation of results
- Parameter-based reports to make analysis readily accessible even to new and infrequent users
- Creation of multi-measure charts
- Drag and drop capability so users can edit existing reports directly from the field browser or the actual report by dragging and dropping available fields to/from reports.
- Line-level reporting to view line level details.
- Scheduled reports to schedule a report by date, time and frequency that can be cached for performance and quick retrieval.
- Support for alerts and grades to create visual alerts and grades determined by user-defined thresholds and metrics.
- Pivot table user interface, 80/20 filter and flexible grouping of spend across multiple dimensions so users can locate what they need using rapid response analysis, flexible drill-downs, expansion and navigation
- Analysis by custom or pre-defined attributes so staff can focus on areas such as category, business unit, department, region, cost center, supplier and GL code
- Metadata layer supports easy data model customization and flexible aggregation across ERP systems

SAP

An example of a reporting dashboard for invoices is shown below.

4.2.2. Mandatory Project Requirements

The following mandatory requirements relate to the goals and objectives and must be met by the Vendor as a part of its submitted proposal. The Vendor should describe how it will comply with the mandatory requirements and include any areas where its proposed solution exceeds the mandatory requirement. Failure to comply with mandatory requirements will lead to disqualification, but the approach/methodology that the vendor uses to comply, and areas where the mandatory requirements are exceeded, will be included in technical scores where appropriate. The mandatory project requirements are listed below.

4.2.2.1 The Vendor must provide user training and technical support to resolve issues related to the implementation or operation of the solution throughout the term of the contract. The Vendor will need to explain their plan for deployment & data migration.

SAP Fieldglass training starts during the implementation. The SAP Fieldglass Implementation team will provide the following training services to DLRP Users as part of the deployment services included with your software license.
- Up to 2 Customer Training Sessions for Customer Training/PMO Resources (delivered remotely)
- Support for Application Demonstration during End User Training; up to 3 sessions (delivered remotely)
- Support for up to 2 Supplier Training Sessions (delivered remotely)

Additional training materials include:
- Quick Reference Guides: Guides covering common topics available for suppliers, workers, manager, and program office
- Reference Guides: Detailed step-by-step guides available for suppliers (administrator and transactional), program office, reporting team, and managers

- Online Help: Help topics within SAP Fieldglass, available for all users
- Contextual Help: Configurable field level guidance for the end user
- "Did You Know" Webinars: Educational sessions delivered via webinar to our customers and MSP partners
- Chat: Your hiring managers, approvers, and suppliers are never alone

In addition, the SAP Fieldglass Product Page contains guides and reference materials related to configuring, managing, and using Contingent, Services, and Assignment Management features and functionality:

openSAP: Complimentary training offerings are also available through openSAP, covering the following topics:
- This is SAP Fieldglass
- Contingent and Services Transactions
- Intro to Integrations
- Intro to Analytics

openSAP delivers innovative learning for everyone with expert-led content, made for you by SAP. Learning is lifelong, and with our free online learning available globally, you can upskill wherever and whenever you need it.

Additional Training Offerings: Customers can access additional SAP Fieldglass digital training through a Learning Hub license to the Procurement and Networks edition. This training will cover the following topics:
- Advanced level courses on Integrations
- Intro to advanced courses on Analytics
- Intro to advanced courses on Configuration and Administration

Deployment
When deploying SAP Fieldglass, customer's have several options to manage the implementation.
- SAP Led Deployment: SAP Fieldglass includes deployment services with the subscription and are described in our deployment description (attached). These set up services provide basic configuration to get phase 1 up and running for each module (Services Procurement, Contingent Workforce and Worker Profile Tracking). These services are enough to stand up one country in each module. Additional implementation may be required based on scope and resource needs. These additional services are at DLRP's discretion and would be based on a more extensive conversation between DLRP and SAP Fieldglass in order to determine the effort, cost and timelines.
- Partner Led Deployment: SAP Fieldglass works with a number of global and local system integrator partners and Managed Service Providers (MSP) who deliver added value services to our clients.
- Advisory services support digital transformation, strategy, program design, and process efficiency consulting.
- Service Delivery consulting supports implementation projects, for example change management, process design and integration support.

In response to this question, should SAP Fieldglass lead the deployment, please see our detailed response below and attached outlining our implementation plan, methodology, personnel and timeline.

The SAP Fieldglass Implementation Methodology provides the necessary framework for the development and completion of processes, tasks, and deliverables related to implementation. The methodology is a repeatable process that is based on proven best practices and multi-disciplinary processes that integrate business, technical, and change management expertise. This helps our customers attain operational excellence as quickly and efficiently as possible.

The SAP Fieldglass Implementation Methodology is made up of six major phases:
- Discover - Identify scope, goals, roles and responsibilities, governance, and timeline/project plan; also assign project team and draft target solution model
- Prepare - Deployment kick-off meeting, project governance, communication and escalation structure, as well as consult on change management plan and data collection
- Explore – Document the business requirements and compete Fit-Gap Analysis, E2E Process Flows and Integration Design documents; additionally consult on testing plan
- Realize - Establish test environment, support solution validation and integration unit testing, update configurations & E2E process documents
- Deploy – Configure the production environment for readiness, load historical data, enable Configuration Manager, training and launch
- Run – Considered hyper care phase/transition to Account Support team, support one successful iteration of all integrations in the final scope

We also utilize work streams within each phase to ensure task ownership and completion per the agreed upon timeline. Work streams included:
- Project Management & Governance
- Business Process & Configuration
- Integration
- Invoicing
- Data Collection
- Reporting
- Program Office
- Supplier Management
- Change Management - Communication & Training

Within each of these phases we work closely with you to ensure understanding of the deliverables. One of the first project deliverables is a defined role responsibilities matrix, commonly known as a RASCI chart. SAP Fieldglass collaborates with our clients to ensure alignment of responsibilities.

See attachment SAP Fieldglass Implementation Overview.pdf.

SAP Fieldglass deployment starts with a pre-configured core solution approach, containing a best practices platform for implementing SAP Fieldglass. We've leveraged 20 years and over 900+ customer deployments, as well as various industry and global expertise to build a preconfigured solution starting point, focused on speed to deploy, scalability, and ease of deployment and support All of this fosters

program adoption. Customizations on a configuration / geographic level are expected and included, in order to solve customer's business challenges. We tailor SAP Fieldglass to various spend categories, industry groups, and geographies.

Inclusive of the SAP Fieldglass purchase are Standard Setup Services which include basic configuration services to get up and running on the SAP Fieldglass solution. The Standard Deployment includes 20 weeks of core implementation services, with an additional 2 weeks Discovery on the front end and additional 6 weeks hypercare or post deployment transition services on the back end. Should additional consulting services be required, they can be purchased by SAP Fieldglass or a System Integrator partner for anything non-standard.

Successful deployment of a standard solution is dependent upon the client's readiness to support the implementation in the following areas:
- Client Resource Availability – Project team resources, IT, and subject matter experts and project sponsor availability.
- Geographic Locations – For situations where multiple regions or global locations are included in a common implementation deployment phase.
- Application Integration – Availability of required system data, scheduling support for testing and validation windows for integrations with client target applications, etc.

See also the GANTT chart in the aforementioned attached Implementation Overview.

PREMIKATI Implementation Methodology:
At PREMIKATI, our implementation methodology is designed to seamlessly integrate SAP's technology into your procurement processes while ensuring maximum adoption and efficiency. Our approach is structured around four key phases: Prepare, Explore, Realize, and Deploy. During the Prepare phase, we meticulously plan the project scope, goals, expectations and resources, setting a solid foundation for success. The Explore phase involves detailed solution design and configuration, incorporating both functional and technical aspects. In the Realize phase, we focus on building, testing, and fine-tuning the solution, ensuring it meets all business requirements. Finally, the Deploy phase ensures a smooth transition to the live environment, complete with comprehensive training and support to guarantee user readiness and system stability. With a strong emphasis on change management and cultural adoption, our experienced team, who have led procurement operations in Fortune 500 companies, works closely with you to drive successful outcomes and long-term value from their SAP technology investments.

> *4.2.2.2 The proposed solution shall provide secure data storage with encryption and compliance with all state and federal data protection regulations (Fed Ramp, NIST, etc.).*

SAP Fieldglass' security strategy is to use industry standards, best practices, and SAP's Global Security Standards to ensure that the organization's security posture is aligned with the business objectives. Using the controls and associated practices defined by the industry, SAP Fieldglass' security team assesses the risks and reports any findings to senior management. SAP Fieldglass has maintained its ISO 27001, IOS 27017, ISO 27018, certification, as well as the Cloud Security Alliance STAR certification. We have also offered our customers an SSAE 18 / ISAE 3402 Type 2 SOC1 since 2005. We offer a Type 2 SOC2 for

Security, Availability, Confidentiality and Privacy. In 2019, SAP Fieldglass added the BSI Cloud Computing Compliance Control Catalogue (C5).

NIST

SAP Fieldglass is offered in a SaaS model. We follow the public cloud model identified by NIST. All customers access the same SAP Fieldglass application version in a multi-tenancy database. The system is hosted in a secure hosting facility. SAP Fieldglass manages everything from the cage in including all servers, devices, wiring, software, and configuration. SAP Fieldglass uses the Cloud Security Alliance framework to measure itself against the recommended controls, in addition to ISO 27001 / 27018 and SOC 2 controls in the Trust Services Principles of Security, Availability, Processing Integrity, Confidentiality, and Privacy.

FedRAMP

We can offer a unique data security model, which meets baseline FedRAMP Moderate parameters, hosted by our partner NS2. We are more than happy to share additional details around this offering should you desire.

SAP Fieldglass solutions (https://www.fieldglass.com/solutions/vendor-management-system) are now available in the SAP National Security Services (SAP NS2) portfolio in a commercial regulated environment that has been built to the National Institute of Standards and Technology (NIST) baseline in accordance with the Federal Risk and Authorization Management Program (FedRAMP) moderate parameters (https://news.sap.com/?p=200128)

It also complies with International Traffic in Arms Regulations (ITAR).

Encryption

SAP Fieldglass uses 2048-bit SSL (HTTPS) encryption for all data transmissions over the public Internet, including data shared between the product and end users and data shared between the product and back-end systems. Clients must use browsers and applications that support TLS 1.3 or TLS 1.2 to connect to SAP Fieldglass URLs. Please note, clients who are not prepared to use TLSv1.3, they may continue to use TLSv1.2 because the Fieldglass configuration supports both protocols in parallel. All notifications sent from the SAP Fieldglass application to the customer can be sent using either opportunistic/enforced TLS or DKIM. SAP Fieldglass does not offer 'data in-use' encryption within the application.

SAP Ariba Buying and Invoicing (B&I) complies with key security frameworks including SAP Ariba adheres to NIST guidelines, which are essential for managing cybersecurity risks and ensuring data integrity across cloud environments. FISMA/NIST is designed to protect US government data that can include classified information as well as sensitive personally identifiable information (PII) such as ePHI and SSN's or government identifiers.

Customer may not submit the following types of information to the Cloud Service or solicit this information from trading partners:
* government identification numbers or financial account numbers associated with individual persons (e.g. U.S. Social Security numbers (SSN), driver's license numbers, or personal credit card or banking account numbers)

- medical records or health care claim information associated with individuals, including claims for payment or reimbursement for any type of medical care for an individual, and
- data designated as "Sensitive" or "Special Category" or the like requiring extra protective measures under the applicable Data Protection Law (as defined in the Data Processing Agreement).

The platform also ensures strong encryption protocols, securing data both in transit and at rest, preventing unauthorized access and safeguarding sensitive information. These compliance measures ensure that SAP Ariba B&I aligns with federal and state-level data protection requirements, making it a trusted solution for secure procurement processes.

4.2.2.3 The proposed solution must have a minimum file storage of 1000 GB.

The proposed solution (**SAP Ariba and Fieldglass**) does not have a file storage limit. Attachments of most standard types are supported. The attachment size limit is 100MB. File types can be configured based on your requirements and restrictions.

SAP Fieldglass is managed as a service in our scalable cloud. We monitor and watch all transactions that fall outside expected load, time allowances. SAP Fieldglass manages SLAs on uptime and page load times. This includes all major transactions. We have a number of models to accommodate customer requests when it pertains to SLAs. Sizing is not required for any one customer and it is performed when thresholds are reached on each tier of our infrastructure.

4.2.2.4 The proposed solution must allow for an unlimited number of form submissions and an unlimited number of users capable of submitting forms.

For **SAP Fieldglass** a variety of customer-specific forms can be created throughout the tool, including job posting and SOW templates, qualification libraries, on/offboarding checklists, evaluation surveys, 1099/Independent Contractor vetting info, and more.

SAP Fieldglass also supports an unlimited number of custom fields. Custom fields can be mandatory, validated and utilized in workflows as well as standardized across multiple modules of the application.

All fields captured within the application are available and reportable from the solution.

Additionally, custom fields can be configured to show for only specified areas of the business, such as by business unit, site and/or labor type. This aids greatly in those programs spanning large geographic regions.

SAP Fieldglass also supports linked custom fields between transactions. For example, if a value is entered on a contract, it is automatically carried forward to the subsequent transactions (work order, timesheet, invoice, credit/debit memo).

Custom fields may be added by DLRP's system administrator using the SAP Fieldglass self-service administration module at any time at no charge.

Attachments can be included on several different transactions within SAP Fieldglass, including forms, work orders, activity items, expense sheets, and invoices. SAP Fieldglass does not limit the number of attachments that are allowed; however, the total size of all attachments on a single transaction cannot exceed 5MB in the Contingent module and 50MB per document in the SOW module. The following file types are supported:

CSV, DOC, EFX, GIF, JFIF, JPE, JPEG, JPG, LWP, PDF, PNG, PPT, PPTX, RTF, TIF, TIFF, TXT, XLS, VSD, MPP, DOCX, DOCM, DOTX, DOTM, XLSX, XLSM, XLTX, XLTM, XLXB, XLAM, MSG.

All attachments are automatically virus-scanned by the application prior to submittal.

Additionally, SAP Fieldglass provides advanced search capabilities that allows for a "global" search of all transactions and data points within the platform.

Within the application, customers rely on role based user permissions. This allows CHS to create unlimited numbers of user roles and give those users certain permissions within the system. This will allow for the correct users to have access to update/manage/create forms.

The proposed SAP Ariba Buying and Invoicing (B&I) solution supports an unlimited number of form submissions and allows an unlimited number of users to submit forms. This scalability is a key feature of SAP Ariba's cloud-based architecture, ensuring that as the organization grows, the system can handle increased volume without requiring additional infrastructure investments. The platform is designed to accommodate a large number of users, ensuring that all procurement-related tasks, such as submitting requisitions, purchase orders, and invoices, can be performed efficiently by all authorized users, regardless of their number

---

4.2.2.5 The proposed solution must have the capability of transferring licenses to accommodate staffing changes.

Yes, DLRP may transfer licenses. DLRP will have access to an unlimited number of users.

4.2.2.6 Technical Support/troubleshooting services must be available after implementation. Post Implementation Customization must be available to adjust as necessary.

SAP Fieldglass and Ariba both utilizes SAP for Me. SAP for Me is a new portal for System Administrators, Program Office Managers and MSPs. The Help Center is focused on Workers, Suppliers and Buyers. The new portals offer case creation and management, and customer support surveys. DLRP will also be able to choose your case priority. Within the portal you will also be able to check the status of the case, change its priority or escalate it, where required.

DLRP will also have full visibility into the status of any cases, can communicate with the support teams and attachments and view the action plan. There will also be access to knowledge articles relevant to the case.

SAP has a comprehensive support policy. Further detailed information about the following is given in the below Support Schedule for Cloud Services:

- Support levels (Enterprise, Preferred Success)
- Priority Levels (P1, P2, P3, P4)
- Customer Response Levels
- Learning and Empowerment
- Collaboration
- Innovation and Value Realization
- Application Lifecycle Management

The Support Schedule for Cloud Services can be found here: Cloud Services Documents | SAP Trust Center https://www.sap.com/about/trust-center/agreements/cloud/cloud-services.html?sort=title_asc&search=Support&tag=language:english&pdf-asset=beea22a6-467e-0010-bca6-c68f7e60039b&page=1

Service response times are as follows. P1, P2 etc refers to the severity/priority and these are defined in the Support Schedule:

P1 - Very High - Initial Response: Within one hour of case submission.

P2 - High - Initial Response: Within four hours of case submission for SAP Enterprise Support, cloud edition customers and within two hours of case submission for SAP Preferred Success customers.

P3 - Medium - Initial Response: Within one business day of case submission for SAP Enterprise Support, cloud edition customers, and within four business hours of case being received for SAP Preferred Success customers.

P4 - Low - Initial Response: Within two business days of case submission for SAP Enterprise Support, cloud editions and within one business day of case submission for SAP Preferred Success customers.

More details including resolution targets and ongoing communications can be found in the Support Schedule (link given above).

Most clients do not require any level of customization. To scale as a SaaS provider, it is imperative the application is able to solve client requirements through configuration, not customization. As a SaaS provider delivering a single instance, multi-tenant environment, SAP Fieldglass has allowed for a great deal of configurable options to solve client business requirements. Additionally, the SAP Fieldglass product team reviews all requests for solutions that cannot be solved through the means of configuration. If a request is approved, it is slotted in a future code release.

Buyers and suppliers can access frequently asked questions (FAQ) and other documentation on-line as well as web-based training tutorials. Through Ariba Connect, our online support portal, users are provided with a 24/7 support for service and enhancement requests as well as access to a knowledge base and product documentation search, hot issues and fixed defects tracking, FAQ and tech notes, and customizable subscription management and reporting. Users can also access training in the form of pre-recorded, web-based tutorials focusing on tasks required to successfully use an Ariba Cloud Service. SAP makes these tutorials available in English 24 hours per day and can be accessed through the Help@Ariba

section in each solution's user interface (UI). Also, business user and new feature documentation from within the Ariba products Help menu.

Additionally, upon completion of the project DLRP will be assigned a customer success representative from **PREMIKATI** who will meet with DLRP on a quarterly basis to discuss the usage and adoption of the system and any issues that DLRP may be experiencing.

4.3. Qualifications and Experience:

Vendor should provide information and documentation regarding its qualifications and experience in providing services or solving problems like those requested in this RFP. Information and documentation should include, but is not limited to, copies of any staff certifications or degrees applicable to this project, proposed staffing plans, descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.), references for prior projects, and any other information that vendor deems relevant to the items identified as desirable or mandatory below.

4.3.1. Qualification and Experience Information: Vendor should describe in its proposal how it meets the desirable qualification and experience requirements listed below.
Please see how our product meets these qualifications below.

4.3.1.1 Vendors should demonstrate successful prior experience providing Workflow and Project Management systems of similar scope and size. It is preferred that Vendors have experience working with other WV agencies and the WV Office of Technology.

SAP does have successful prior experience providing Workflow and Project Management systems of similar scope and size. Although Carahsoft/SAP/Premikati have not delivered software/services to other WV agencies and the WV Office of Technology, we have other State Government customers, across multiple departments, that are enjoying major value/savings and improved automation today.

While **PREMIKATI** has not yet worked directly with West Virginia agencies or the WV Office of Technology, we have extensive experience in delivering Workflow and Project Management systems of similar scope and size for other public sector entities and large organizations. Our proven methodologies, combined with a deep understanding of procurement processes and technology implementations, position us well to meet the needs of West Virginia agencies.

4.3.1.2 Vendors should identify key personnel that will be assigned to implementing and training users on the system, including their availability, experience, and credentials.

PREMIKATI is continuously adding skilled individuals to our team as we have been growing by greater than 100% for the past three years. Our current workload focuses on a targeted utilization of our services and delivery team of 80 to 85%. Due to this we cannot provide a detailed account of everyone who will be a part of DLRP's implementation process. However, we can assure you of the quality and skill of our delivery team. Also, we provided the names and experience of our leadership involved with this project.

Profiles:
Loyd Hawkins, SVP of Services, LinkedIn
Dr. Rich Potts, Director of Training, LinkedIn
Emily Haley, Senior Technical Lead LinkedIn

4.3.1.3 Vendors should demonstrate successful prior experience providing simplified requisition processes for users and automated routing for approval.

A requisition can be created within SAP Fieldglass with as few as two clicks.

1. The hiring manager chooses a job description from a library of job templates (or enters desired skills, title, etc. in a free form search)

2. The hiring manager enters the assignment's start/end dates.
 Skills, bill rate, and budget information are pre-populated based on the manager's profile and the job template chosen. Once submitted, the requisition is automatically routed for review, approval, and distribution to the suppliers. SAP Fieldglass also offers "Ask the Expert" functionality where the manager can electronically pose questions on the process, which template to use, or any other topics and SAP Fieldglass will route those to the appropriate people within the program office.

SAP Fieldglass provides mobile capabilities for both DLRP end users (hiring managers, PMO) as well as external workers. The SAP Fieldglass Manager Hub app allows end users to perform frequently used actions for managing requisitions, candidates, work orders, and workers. These actions include creating requisitions, reviewing candidates, shortlisting candidates, scheduling interviews, hiring workers, creating work order revisions, among other items.

DLRP can setup custom templates within SAP Fieldglass without the need of technical resources. SAP Fieldglass supports a searchable template library that can be pre-configured with DLRP's standard job descriptions, rates, and skill sets. Requisition templates can be grouped by company, business unit, category, geography, etc., which help users locate the correct the template.

DLRP users with appropriate security permissions can easily create and augment templates directly through the user interface, or templates can be created and augmented en masse via our standard API utility.

In SAP Ariba Buying & Invoicing (B&I), the process for simplifying requisition and automating approval workflows works as follows:
1. Initiating a Requisition: A user selects items from a catalog or creates a non-catalog request. The system's guided buying feature helps users navigate through compliant purchasing options, ensuring they select approved suppliers and items.
2. Automated Validation: The system checks the requisition against predefined policies, including budget and compliance rules, ensuring all data is correct before proceeding.
3. Approval Workflow: The requisition is automatically routed for approval based on configured business rules. This could involve routing based on department, spend limits, or other criteria. Approvers can review and approve via web or mobile platforms.

---

carahsoft

SAP

4. Purchase Order (PO) Generation: Once approvals are completed, the system generates a purchase order automatically, sending it directly to the supplier through the SAP Business Network.
5. Invoice and Payment Process: Invoices are matched with POs and receipts, with any discrepancies handled through automatic workflows. Once validated, the system triggers payment requests to Accounts Payable, ensuring smooth and efficient processing

---

4.3.1.4 The Vendor should demonstrate and provide their experience, certifications and specializations in Microsoft Power Platforms or Google Workspace.

SAP Ariba Buying and Invoicing provides enterprise-class cloud integration capabilities for many systems, with complete visibility and integration for companies with multiple business units and heterogeneous back-office systems. The flexible integration functionality supports different areas of the procurement process: Integration of both master data and transactional data to one or multiple systems is done via flat file (CSV) or real-time web services integration, allowing customers to support their specific business process requirements.

SAP Fieldglass' open, agnostic integration platform is a differentiator built with open integration standards and customer flexibility in mind that allows us to integrate with any customer system, even ones that are homegrown. By providing a consistent standard framework, that's built for flexibility, we're able to support your integration needs in a standard way, accelerating implementation while providing the stability of a standard solution for long term support. Each SAP Fieldglass API can be leveraged either via web services (SOAP or REST (ODATA)), HTTPS, or SFTP/FTPS protocols. Most can also be leveraged via the UI for manual upload/download purposes and can provide batch support if needed. SAP Fieldglass provides a common WSDL for web services calls that can be used across all our offered APIs.

In partnership with Microsoft, SAP Fieldglass offers a native calendar integration with MS Office 365. The integrations allow for interview scheduling and direct calendar access within the SAP Fieldglass platform. This allows recruiters and program offices to work directly in SAP Fieldglass to determine interviewer availability without having to toggle back and forth between the platform and Outlook. It is a time saver in the sense that interviews can be scheduled and confirmed and automatically booked in one platform, SAP Fieldglass. Integrations with Google calendars are also used by our customer base. SAP Fieldglass can interface with Microsoft Outlook, Google, or Lotus Notes calendars.

4.3.2. Mandatory Qualification/Experience Requirements: The following mandatory qualification/experience requirements must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it meets the mandatory requirements and include any areas where it exceeds the mandatory requirements. Failure to comply with mandatory requirements will lead to disqualification, but areas where the mandatory requirements are exceeded will be included in technical scores where appropriate. The mandatory qualifications/experience requirements are listed below.

4.3.2.1 Vendors must have a minimum of three existing local, state, or federal government accounts where they have provided the range of services outlined in this RFP, for a minimum of two years.

Carahsoft, SAP and Premikati recognize the value of customer references, and we have a formal reference program that spans multiple industries and solutions. Here is one Public Sector customer reference: **Los**

Alamos National Labs: How Can Digitalized Procurement Support Rapid Organizational Expansion? — https://www.sap.com/products/spend-management/services-procurement.html?url_id=text-glo-404-reclink&pdf-asset=c284cbf6-137e-0010-bca6-c68f7e60039b&page=2&source=social-atw-mailto

Global data protection laws and regulations prevent us from sharing other customer names in third party proposals. SAP customers who have agreed to be named via Case Stories can be searched and sorted by product, industry, size, etc. by visiting: https://www.sap.com/about/customer-stories.html?sort=latest_desc

Team Carahsoft will provide additional reference details during the oral presentations phase.

> *4.3.2.2 Key personnel must have prior experience in the implementation of the proposed services for a minimum of two local, state, or federal government accounts. Key personnel must include a project manager to manage the entire project including timeline, budget & risk.*

For SAP Fieldglass' implementation team, please see attached RASCI which includes the VMS, MSP and DLRP.

SAP Fieldglass Project Team:
SAP Fieldglass will assign a Implementation team that has experience with clients in the same industry, size and deliverables as DLRP.

Unless otherwise communicated by SAP Fieldglass, SAP Fieldglass will provide single or multiple resources to act as a deployment lead (the "Deployment Lead"), a functional lead (the "Functional Lead"), a technical lead (the "Technical Lead") , a project sponsor (the "Delivery Executive") to undertake the deployment activities per the detailed scope described above and outlined below.
- The Deployment Lead supports project planning, coordinates SAP Fieldglass Deployment Services activities and provides input to status updates
- The Functional Lead guides and advises Customer on SAP Fieldglass functionality.
- The Technical Lead guides and advises Customer on SAP Fieldglass technology and performs technical configurations of the SAP Fieldglass solutions.
- Delivery Executive provides program oversight, supports escalations, project governance and Executive Sponsor liaison
- The Deployment Lead, Functional Lead, Technical Lead, Delivery Executive are staffed to Customer projects on a part time basis and will support all project activities remotely except for the Deployment Kick-Off meeting

Customer Implementation Resources:
SAP Fieldglass advises that the following customer representatives be included during implementation:
- Project Manager - The key contact for SAP Fieldglass, provides status updates with executive management, coordinates internal resources and meetings. (Day-to-day involvement.)
- Executive Management - Provides program sponsorship and program guidance. (Minimal involvement.)
- SME/Hiring Managers - Subject matter experts regarding existing and desired hiring processes. (Minimal involvement.)

- Support Organizations - For example, procurement, HR, IT, site management, finance counsel/accts payable, tax team, change management, data lead on program definition. (Minimal involvement.)
- If the implementation involves Integrations, we may want to include a Technical resource here in case they are coding to SAP Fieldglass standards, completing system integration testing, etc.

PREMIKATI Key Personnel

Many of Premikati's resources have deployed for government entities two notable examples that were identified earlier are Emily Haley and Loyd Hawkins. Emily has implemented Buying and Invoicing for the Government of Alberta and assisted with implementations for the Government of Edmonton and the State of North Carolina. Loyd has implemented Ariba products with both the State of Florida and the State of Georgia.

4.3.2.3 Vendors must possess an in-depth understanding of procurement processes, including purchase orders, supplier management and spend analysis.

The **SAP Fieldglass** system allows for the configuration of approval workflows for various transaction types, including Purchase Requisitions, Purchase Orders, and adding new suppliers to the vendor database. For Purchase Requisitions and Purchase Orders, the system can define specific approval rules to route a document through a particular approval path based on conditions or values entered on native or custom fields. These rules can be leveraged to construct even the most complex or unusual approval scenarios.

The approval workflows are created and associated with the org structure held within the system, allowing individual departments or business units to have unique approval workflows depending on business requirements. For adding a new supplier to the vendor database, during implementation, SAP Fieldglass works with DLRP to define the steps for adding a new supplier to the program, including the approval workflow. Only those suppliers that have been successfully onboarded can be viewed and transacted with through SAP Fieldglass. This ensures compliance to DLRP's preferred supplier group and eliminates maverick spend with non-preferred suppliers.

For contract approval, Statement of Work approval workflows can be configured to apply both before they are submitted to the supplier for negotiation & collaboration, as well as after it is negotiated. Additional approval workflows can be configured within the Statement of Work life-cycle around revisions change orders and individual Statement of Work line items (i.e. milestones deliverables, fees, etc.). In all cases, the system provides a robust approval hierarchy engine that can be configured to incorporate a wide variety of business requirements. It includes escalation procedures should a particular item not receive sign off after a configured amount of time. Approval processes can include multi-tiers, concurrent simultaneous approval process, approval chaining, condition-based approvals, different workflows for each module, business unit affiliation, ad hoc approvals, proxy approvals, approvals from mobile devices, email approvals, and a variety of actors such as approvers, editors, notification-only, and escalators. There is no limit to the number of levels that can be implemented.

carahsoft

SAP

Supplier Management
SAP Fieldglass offers a Supplier Pre-Qualification module. The Supplier Pre-Qualification module can be used to vet suppliers prior to or throughout the life of the program. This supplier management tool allows each supplier to set up its own supplier profile and provide information regarding its capabilities and services that it can offer to the client. DLRP can configure different form templates to capture unique or specific data as it relates to a location, business unit, labor type, or supplier type. As the supplier fills out the form, it is routed to the client's internal sourcing group to vet the supplier according to the pre-defined business rules for preferred supplier status. Once approved (if required), DLRP can simply invite the supplier to sign the SAP Fieldglass EUA (through their qualification portal) and activate an account in SAP Fieldglass. The entire process can be in minutes. There are not any additional costs for DLRP to on-board additional vendors.

Once the program has been implemented, this functionality provides ongoing visibility to the supplier's performance, outstanding deliverables, and improvement plans needed to coach and continuously improve the quality of program's supply chain.

Purchase Orders
SAP Fieldglass is a sub-division of SAP Ariba for a joint Intelligent Spend Management perspective. We are currently extensively integrated with many joint SAP Ariba and SAP (through both productized and specific integrations) across all related purchase order solutions.. For initial PR/PO creation as well as change orders, our integration accommodates the locking of contingent and services requisitions as well as revisions on the SAP Fieldglass side. When the shopping cart is sent to or returned from SAP for a new order or a change order, the associated transaction on the SAP Fieldglass side is locked down and cannot be progressed until a valid PO is received by SAP Fieldglass. Once the valid PO is received, the transaction is released to the supplier for acceptance, initiating registration and onboarding activities.

The entire process is time and date stamped in our audit trail and in our integration log and each version of the transaction is tracked separately with a revision number. SAP Fieldglass will with work with DLRP to ensure policies related to the PO process are accommodated and compliant with DLRP policies.

Spend Analysis
SAP Fieldglass has comprehensive spend analysis functionality. Our capabilities range from pre-defined metrics for multi-dimensional analysis to automated charts for interactive analysis including:
- Pre-built dictionary of spend measures for quick analysis
- Standards mapping to industry standards (O*Net, UNSPSC, COLI)
- Enterprise quality enterprise engine for large volume analysis

SAP Fieldglass Visualizer shows trends such as current and forecasted spend, data for the largest supplier spenders and gainers, site, category, and threshold alerts for data anomalies. Visualizer provides a series of drill-down charts and graphs such as Top 5 Spend, business unit spend, Workers by Tenure & Spend and more. SAP Fieldglass Analyzer enables multi-level analysis with drilldowns, what-ifs, and conditional formatting. Our ad hoc reporting provides next-level analysis for a more customized approach, as data can be grouped by any database field. Common ad hoc reports are: Estimated vs. Committed vs. Actual Spend, Cost Savings Analysis and Breakdown by Labor Category.

carahsoft

SAP

SAP Fieldglass provides the following standard spend analysis reports:
- Spend by Resource
- Spend by Statement of Work
- Spend by Business Unit
- Spend by Cost Center
- Spend by Supplier
- Spend by Job Title
- Spend by Site / Location
- Spend by Hiring Manager, etc.

Additional spend analysis reports can be created with the ad hoc reporting tool.

SAP Ariba Buying and Invoicing supports multiple types of purchases. SAP Ariba Buying and Invoicing treats any invoice that includes a customer order number as a Purchase Order (PO)-based invoice, even if it was entered as a non-PO invoice on the SAP Business Network. Similarly, if suppliers enter a contract ID when entering a non-PO invoice, SAP Ariba Buying and Invoicing creates a contracts-based invoice. On SAP Business Network, suppliers create non-PO invoices for purchase orders that were not received through the SAP Business Network (and therefore they cannot flip a PO into an invoice), whereas in SAP Ariba Buying and Invoicing, you create a non-PO invoice for invoices for which there is no corresponding PO. SAP Ariba also support non-catalog PO.

This flexible invoicing process allows buying organizations to get control of spend under management.

PREMIKATI brings an in-depth understanding of procurement processes, including purchase orders, supplier management, and spend analysis, all through the seasoned lens of practitioners who have implemented and managed these functions at Fortune 50 companies. As an SAP Gold Partner with extensive experience deploying SAP Ariba solutions, we are uniquely positioned to drive procurement transformation. Our deep expertise in SAP Ariba's suite of tools—from sourcing and contract management to guided buying—ensures we can deliver scalable solutions that enhance procurement efficiency and visibility, tailored to our clients' needs.

SAP

4.4. Oral Presentations (Agency Option):

The Agency has the option of requiring oral presentations of all Vendors participating in the RFP process. If this option is exercised, points will be allocated in Section 6.2 below at the time the RFP is issued, or via addendum prior to technical bid opening. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. A description of the materials and information to be presented is provided below:

Materials and Information Requested at Oral Presentation:
4.4.1. Oral Presentations will be conducted remotely via Google Meet or Microsoft Teams.
4.4.2. The Vendor will be allocated one hour to provide a presentation of how their solution will allow DLR Procurement to meet its listed goals & objectives.
4.4.3. The Vendor's presentation should include a demonstration of the proposed solution.
4.4.4. Committee members will ask clarifying questions regarding submissions.

Team Carahsoft acknowledges and confirms this requirement.

Project Plan:

Timeline, milestones, and deliverables.

Workstream / Wk #	-6	-5	-4	-3	-2	-1	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
								M1				M2				M3				M4				M5				M6			
Prepare / Blueprint		Prep																													
SAP Ariba Buying and Invoicing													Explore			Realize										GL					
SAP Fieldglass SOW							Explore				Realize															GL					
SAP Ariba Shared Services	-6	-5	-4	-3	-2	-1	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
SAP Ariba Buying & Invoicing																															
SAP Fieldglass SOW																															
Premikati Resources	-6	-5	-4	-3	-2	-1	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
Quality Assurance																															
Project Manager																															
* Technical Lead																															
* Offshore Technical																															
B&I Functional Lead																															
* Supplier and Content Enablement																															
* Change Management Lead																															
* Training Resource																															

*These resources require detailed scoping to confirm final requirements and appropriate staffing on your program.

Phase	Module	Action/Deliverable	Milestone	Deliverable/Activity	SAP Ariba Shared Svc	PREMIKATI	Customer
Prepare (Blueprint)	All modules	**Project Charter.** The document includes the Ariba program objectives that will serve as the framework within which the requirements will be developed. The format will be Microsoft Word or PowerPoint.	Current State Analysis	Deliverable	C	R,A	A,C
		* **Current State Analysis and Pain Points:** High-level description of current business processes. Description of the major business challenges driving the objectives for the Ariba implementation. The format will be Microsoft PowerPoint.		Deliverable	C	R,A	A,C
	SAP Ariba Buying and Invoicing, SAP Fieldglass SOW	**Business, Functional, and Technical High-level Requirements (SAP Ariba Buying & Invoicing, SAP Fieldglass SOW).** These requirements will be an output of workshops with Client's stakeholders. The high-level requirements will be compiled into a document that will serve as a blueprint for the detailed design (Explore). The format will be either Microsoft PowerPoint or Excel.	Blueprint Requirements	Deliverable	A,C	R,A	A,C
		Future State Process Blueprint (SAP Ariba Buying & Invoicing, SAP Fieldglass SOW): high level future state process flows for Procure-to-Pay process, Contract-to-Pay, and Supplier Management processes, reflecting Ariba leading practice process and system recommendations with consideration for potential Cloud system constraints. The format will be either Microsoft PowerPoint or Visio.		Deliverable	A,C	R,A	C
		System Integration Requirements and System Interfaces: This includes the list of all system interfaces to and from Ariba that will be required based on the business, technical, and functional requirements. The format will be either Microsoft PowerPoint or Excel.		Deliverable	A,C	R,A	C
		Data Model & Data Conversion Plan. Ariba data model, and recommendations that address data conversion requirements from existing systems and files. The format will be either Microsoft PowerPoint or Excel.	Blueprint End	Deliverable	A,C	R,A	C
		* **Organizational Change Management Strategy:** Describes the approach for enabling the adoption of the new organization, processes and systems for the internal stakeholders. Includes the communications plan, training plan and stakeholder engagement plan. The format will be Microsoft PowerPoint.		Deliverable	C	R,A	A,C
		* **Supplier/Content Enablement Strategy:** Defines the in scope supplier list to enablement on the Ariba Network, Light Account vs. Full account, and the timing / sequencing / communication strategy for the outreach campaign. The format will be Microsoft PowerPoint/Excel as required.		Deliverable	A,C	R,A	C
Explore (Detailed Design)	SAP Ariba Buying & Invoicing, SAP Fieldglass SOW	* **Transaction/Spend Enablement Strategy Document.** The format will be either Microsoft Word or PowerPoint.	Buying and Invoicing Explore End	Deliverable	A,C	R,A	A,C
		Functional Requirements Design specification, including captured requirements, business decisions, process flows and application configurations. The format will be Microsoft Word. - Guided Buying may be incorporated into this FRD or be broken out into a separate FRD document.		Deliverable	A,C	R,A	A,C
		Buying & Invoicing Enablement Workbook – Completed data collection template required for tool configuration based on Customer processes and requirements. The format will be Microsoft Excel.		Deliverable	A,C	R,A	A,C
		Technical Requirements Design document that includes: - Integration Architecture diagram - Master data sources and requirements - The format will be a combination of Microsoft Word, Visio or PowerPoint		Deliverable	A,C	R,A	A,C
	OCM	* **Training Plan:** The plan should address the requirements for training admin and end-users, and define a set of training tools and methods for on-going training delivery. The format will be PowerPoint or Microsoft Excel.	Training Design/Config ure	Deliverable	A,C	R,A	A,C
		* **Training Curriculum:** Describes the training courses, quick reference guides, and reference material required in order to support the Training Plan. The format will be PowerPoint or Microsoft Excel.		Deliverable	A,C	R,A	A,C
		* **Business Impact Assessment:** Defines how the changes affect the target audiences as they transition from current to future state. The format will be PowerPoint or Microsoft Excel.	OCM Design/Config ure	Deliverable	A,C	R,A	A,C
		* **Stakeholder Engagement Plan / Communications Plan:** Describes the plan to identify and engage the impacted stakeholders on the key changes from the transition. The format will be PowerPoint or Microsoft Excel.		Deliverable	A,C	R,A	A,C
		* **Communications Materials:** Contains the communications material that will be sent to the various stakeholder/end user groups throughout the project lifecycle		Deliverable	A,C	R,A	A,C
Realize (Build/Test)	SAP Ariba Buying & Invoicing, SAP Fieldglass SOW	Build and Unit test all functional and technical requirements identified during the Explore phase.	Buying & Invoicing Build End	Activity	A,C	R,C	C
		Master data successfully loaded into Ariba Cloud Service(s)		Activity	R,C	R,A	A,C
		Master data and technical interface overview presentation. The format will be Microsoft PowerPoint.		Deliverable	A,C	R,A	I
		Provide sample test scripts. The format will be in Microsoft Excel.	Buying & Invoicing Test Cycle 2 End	Deliverable	A,C	R,A	I
		Work with Customer to manage Testing issues log.		Activity	A,C	R,A	I
	OCM	* **Training Materials:** Contains content for delivering training to the target audiences in line with the chosen template to meet the training objectives. The format will be PowerPoint or Microsoft Word.	OCM Test	Deliverable	C	R,A	A,C
Deploy (Deploy & Post Go Live Support)	All modules	Configuration Migration to production environment	Deploy Complete	Activity	R,A	C	C
		Post go-live support "hypercare period" and end of consulting deployment services	Deployment Services End	Activity	R,A	R,A	A,C

* These are optional components that can be added as required they contribute to the proposal pricing range.

References:

Contact information for at least three references from projects of similar size and scope.

Carahsoft, SAP and Premikati recognize the value of customer references, and we have a formal reference program that spans multiple industries and solutions. Here is one Public Sector customer reference: **Los Alamos National Labs**: How Can Digitalized Procurement Support Rapid Organizational Expansion? — https://www.sap.com/products/spend-management/services-procurement.html?url_id=text-glo-404-reclink&pdf-asset=c284cbf6-137e-0010-bca6-c68f7e60039b&page=2&source=social-atw-mailto

Global data protection laws and regulations prevent us from sharing other customer names in third party proposals. SAP customers who have agreed to be named via Case Stories can be searched and sorted by product, industry, size, etc. by visiting: https://www.sap.com/about/customer-stories.html?sort=latest_desc.

Team Carahsoft will provide additional reference details during the oral presentations phase.

Support Plan:

Description of training, support, and maintenance services.

Training

SAP Fieldglass leverages a 'Train the Trainer' approach during implementation for DLRP. The standard training provided as a component of the Deployment Services include:
- Up to 2 Customer Training Sessions for Customer Training/PMO Resources (delivered remotely)
- Support for Application Demonstration during End User Training; up to 3 sessions (delivered remotely)
- Support for up to 2 Supplier Training Sessions (delivered remotely)

Additional SAP Fieldglass digital training can be accessed through a Learning Hub license to the Procurement and Networks edition. This training will cover the following topics:
- Advanced level courses on Integrations
- Intro to advanced courses on Analytics
- Intro to advanced courses on Configuration and Administration

Learning Hub licenses include eLearning courses, interactive learning rooms and a calendar of live sessions – all are virtual, remote options. A 5 day academy is also available that will cover the same materials in a virtual classroom setting.

Free training offerings are also available through openSAP, covering the following topics:
- This is SAP Fieldglass
- Contingent and Services Transactions
- Intro to Integrations
- Intro to Analytics

From a post go-live and ongoing training perspective, the SAP Fieldglass support team provided clients with these resources:

Adoption Exercises:
- Solution Assessment:
- Conducted annually with client stakeholders & program team to align on priorities, product strategy and areas of opportunity.

SAP Fieldglass Roadmap Review:
- Conducted annually, generally paired with a business review.

Governance Touch Points:
- Monthly session with stakeholders & program team to track progress on initiatives identified via the Solution Assessment.

Operational Touch Points:
- Weekly or biweekly sessions led by the Adoption Consultant with the operational program team members.

Release Reviews:
- Conducted after each major release (May & November) to vet new functionality.

Training Materials:
- SOW Module Training:
- Free Training Course: Discovering SAP Fieldglass Services Procurement;
- Admin Guide: Services Administration Overview | SAP Help Portal

Contingent Module Training:
- Free Training Course: Discovering SAP Fieldglass Contingent Workforce Management;
- Admin Guide: Contingent Administration Overview | SAP Help Portal

Report Training:
- Training: There are report training Units within the Contingent and SOW trainings noted above that give report training specific to each module;
- Reports. We also offer an Advanced Analytics course at cost. More information about that can be found here: https://training.sap.com/course/fg310-sap-fieldglass-advanced-analytics-remoteclassroom-022-us-en/?filter%5Bcountry%5D%5B0%5D=United+States+of+America&filter%5Bsoftware_solution%5D%5B0%5D=SAP+Fieldglass&limit=100&skip=0

Admin Guide: SAP Fieldglass Reports | SAP Help Portal:
https://help.sap.com/docs/SAP_Fieldglass/4a33e4e38b414e8a8f5ce370dea2b603/dd9c2c6f1d2f4c91ba5396826d87cf6b.html

FREE Micro Learning Courses:
https://microlearning.opensap.com/channel/Business+End+User+SAP+Fieldglass/246219702

Training and Change Management

Administration Training: those who will be Customer Administrators and can modify workflow and other configurations.

Power-User Training: those in Procurement and Finance that will likely have elevated levels of access and permissions across the Organization.

End-User Training: those that will be using the application. The training curriculum will consist of the following training methods:
- Ariba Administration and User Guides
- Custom 'Click by Click' documentation demonstrating exact screen shots and mouse-input for key activities – Up to 5 Click by Click per module
- Train the Trainer' approach for key support personnel
- Training and guidance material to be accessible directly from Ariba user-interface for on-the-spot support and access.

Training sessions:
- Administration Training:
- Power-User Training
- End-User Training: Materials and documentation-based approach leveraging the Ariba User-Guides and Premikati developed 'Click by Click' guides

Administration training is set for those individuals that are going to be the 'administrators' of your Ariba products. Training will not only be in designated sessions, but in hands-on scenarios during application development.

Employees get to learn about technical skills such as:
- Maintenance to the application
- Adjustment and addition of workflow(s)
- User and Supplier Management
- Contract Management
- Event Management

Train the Trainer
TTT is set for those individuals that are going to be the 'power-users', also known in our world as 'Functional Leads'. Training will not only be in designated sessions, but in hands-on scenarios during application development and as well as greatly focused on User Acceptance scenarios.

Employees get to learn about technical skills such as:
- How to perform the work functions that associates will be performing in their routines
- How to handle exception processing when something in the standard routines has an issue.

End-User Training
End-User training is set for those individuals that are going to be performing the daily functional tasks using the Ariba application(s). EUT is typically either recorded, performed in a classroom/lecture format, and can be either led by the Train the Trainer or Deployment Training teams.

The total amount of training and resources allocated will be dependent on final joint scoping between Premikati and DLRP to be determined upon down selection. Depending on the final joint scoping, change management can be offered. This typically involves audience analysis and KPI/outcome analysis.

Support
Product Support
Maintenance windows vary by region and can be found here: https://support.sap.com/en/my-support/systems-installations/cac/maintenance-windows.html

Please note, SAP Fieldglass has historically used a subset of the maintenance windows indicated.

SAP Fieldglass performs monthly releases which are conducted within our standard maintenance windows. Releases in May and Nov are considered major releases and require an extended maintenance window which is announced with 5 days advanced notice.

Nontechnical Assistance
Customer Interaction Centers (CIC) are available 24 hours a day, 7 days a week, 365 days a year. They provide a central point of contact for nontechnical queries such as:
- SAP ONE Support Launchpad, user management, and incident management.
- Software downloads and license keys.
- Remote services, webinars, information sessions, and the transition to SAP for Me. Starting in early 2023, the SAP ONE Support Launchpad will transition to SAP for Me, the future single-entry point for support.

The toll-free number for SAP Support is CALL-1-SAP. A complete list of local phone numbers is available on the SAP Support Portal. Customers can also contact the CIC by chat or email.

Technical Assistance
Fast, effective incident resolution is essential to minimizing costly downtime. If an organization faces an issue when running their core business processes, they need access to expert knowledge right away. SAP provides access to the knowledge resources and collaboration capabilities of SAP global support to help resolve issues quickly.

Schedule an Expert – Schedule an Expert sessions are live, one-on-one 30-minute calls to address a specific question. The sessions require advance notice so experts can be prepared.

Suitable for issues with a low or medium priority.

Expert Chat – Expert Chat sessions connect instantly to live, technical experts. They help resolve incidents faster than the traditional SAP support channels.

Suitable for **issues with a medium or high priority.**

Reporting an Incident –This offering helps users through solving a technical product issue in real time, or to reach SAP experts with relevant information through an artificial intelligence (AI) enabled framework. Incidents can be reported online via the SAP ONE Support Launchpad.

Suitable for **issues with a high or very high priority.**

Ask an Expert Peer – Ask an Expert Peer sessions connect to an approved external expert via chat in real time. Leveraging an industry experience perspective, they help resolve technical, product-related questions.

Suitable for **issues with a low or medium priority**.

Incident Solution Matching – This is a service based on AI and machine learning technologies that help users get relevant answers to technical questions faster. It is available through the SAP ONE Support Launchpad.

Built-in Support – This service simplifies and accelerates customer interaction with an embedded digital support assistant, integrated into SAP Fiori launchpad. It is available for a few SAP solutions, including SAP S/4HANA Cloud, SAP Integrated Business Planning for Supply Chain, SAP Cloud ALM, and SAP Customer Data Cloud. For more information on the service's availability, click here.

Incident Resolution

We manage all incidents in our incident processing system and assign them a unique number for tracking purposes. When a user submits an incident, we review it and forward it to the right person (or team) who can provide the best support for the issue. Well-documented incidents are faster and easier to process, and require less back-and-forth communication. To understand an incident, our consultants need:

- A detailed description of the problem.
- Summary of steps to reproduce the issue (when applicable).
- Results of searches in our knowledge base.
- Relevant screenshots and logs.
- For on-premise customers, updated system information and a working remote connection.
- Detailed contact information so they can follow up with the customer.

Based on this information, we classify incidents as follows:

- Priority 1 | Very High: Production system shutdown, system shutdown, or severe restrictions in a production system that prevent productive work.
- Priority 2 | High: Severe loss of functionality in a production system, significant restrictions in a production system.
- Priority 3 | Medium: Individual function not performing properly in a production or test system.
- Priority 4 | Low: Production or test system design, or documentation problem.

carahsoft

SAP

Our consultants proactively communicate with customers, partners, third-party consultants, and the internal escalations team to gather supporting information about incidents. They follow through to resolution and document all problems, customer complaints, and escalations. Our consultants:

- Suggest solutions, retrieving information from SAP Notes and/or customer incident databases, product documentation, or existing product knowledge.
- Support customers as they implement SAP Notes or corrections to their system.
- Provide and test remote connection to customer's system.
- Re-create and thoroughly debug issues to determine if an issue is a result of configuration or a software bug.

It is also important for customers to take the time to complete feedback surveys as these are critical to improve our support processes. If the problem is occurring because of a software bug, SAP development consultants work to create a patch, or fix for the problem. SAP development consultants are ultimately responsible for resolving software bugs identified by external customers or internal consultants. They triage the issues to the appropriate developers and provide source-code recommendations to resolve the issue.

Support Locations

With the 24x7 follow-the-sun support standard, there is always a fully staffed support center available to work on critical issues. Cases are dispatched based on the incident priority, originating country and language, as well as component area and resource availability. Support centers in Asia, Latin America, North America, and Europe can accommodate non-English speakers.

SAP's Global Support Centers are located in Brazil, Canada, China, India, the UK, the USA, the Philippines, and in various European locations, including Austria, Hungary, and Ireland. A complete list of support delivery locations (third parties and SAP affiliates) can be found on the SAP Support Portal.

Maintenance

Maintenance windows vary by region and can be found here: https://support.sap.com/en/my-support/systems-installations/cac/maintenance-windows.html

Please note, SAP Fieldglass has historically used a subset of the maintenance windows indicated.

SAP Fieldglass performs monthly releases which are conducted within our standard maintenance windows. Releases in May and Nov are considered major releases and require an extended maintenance window which is announced with 5 days advanced notice.

For SAP Ariba, to address issues such as security patches, hot fixes, updates, equipment upgrades, etc., we have established regular reserved maintenance windows to perform scheduled maintenance. We define scheduled downtime maintenance windows as (all times UTC):

- Sunday 4 am UTC for the primary data center for Maintenance Windows
- Saturday 4am UTC for the primary data center for Major Upgrade Windows

The quarterly release window is 7 hours. The upgrades don't typically take the full 7 hours, but the window accounts for any issues that may arise. Upgrades will be done quarterly. Release dates for upgrades are

fixed and announced at least 4-6 weeks before the scheduled date. Regulatory and statutory updates will be done in the maintenance window.

SAP will provide Customer reasonable notice without undue delay of any major upgrades or emergency maintenance to the SAP Cloud Services. Our goal is to provide notifications to customers that we intend to utilize a maintenance window (in full or in part) 5 days beforehand. When the system is not available during the maintenance, there is a notification page displayed for the outage timing. We plan maintenance events conservatively and use them sparingly.

See also: https://support.sap.com/en/my-support/systems-installations/cac/maintenance-windows.html

FORMS:

SAP Contractual Comments and Exceptions Statement

The proposal provided by team Carahsoft is intended to provide West Virginia DLRP with information about the commercial off-the-shelf software ("COTS") products available from SAP, as well as the direction of SAP's product marketing and development efforts. SAP cannot guarantee that this information will not change in the future and this document is not intended to bind SAP to any particular course of product marketing or development. SAP's proposal, including the offered pricing for the software, cloud services, or professional services, is based upon the contractual comments provided below.

SAP's proposal responses, including but not limited to its offered pricing, are based on the assumption that a direct contractual relationship will exist between SAP and West Virginia DLRP using as the contracting vehicle the current SAP Agreement. The SAP Agreement is comprised of the Order Form, the referenced SAP Cloud Service General Terms and Conditions ("GTC"), and any documents or schedules referenced by the GTC or Order Form, copies of which are found at www.sap.com/company/legal/index.epx. If an appropriate agreement currently exists between SAP and West Virginia DLRP SAP proposes to use the existing agreement in place of the GTC.

If West Virginia DLRP selects SAP as a vendor SAP and West Virginia DLRP will execute an SAP Order Form to the SAP Agreement. The Order form will set out the licensed products, cloud services, or professional services with applicable metrics and quantities, the license and support fees and any other business terms mutually agreed upon by SAP and West Virginia DLRP during negotiations. A sample Order Form is available upon request.

SAP reserves the right to negotiate and takes a general exception to any and all terms and conditions set forth in the RFP to the extent they are in addition to or are inconsistent with the terms and conditions set forth in the SAP Agreement. SAP's response to this RFP is not acceptance of West Virginia DLRP's terms and conditions. If, upon West Virginia DLRP's review of SAP's proposal, West Virginia DLRP considers that certain provisions of the RFP must remain applicable, West Virginia DLRP and SAP shall enter into good faith negotiations and incorporate those terms that are mutually acceptable to both parties.

SAP's proposal response is based on the functionality of the SAP software and cloud services as it existed at the time of review, SAP's understanding of West Virginia DLRP's requirements as described in the RFP, the business processes built into the SAP software, and SAP's recommendation of such processes to West Virginia DLRP. As such, SAP does not agree to incorporate such functionality responses, SAP's proposal response, or the proposal itself into the resultant contract.

SAP is solely in the business of developing, manufacturing, licensing, and supporting its proprietary commercial software. SAP does not provide hardware or system integration services. SAP cannot advise on all third-party software, hardware, or other services that West Virginia DLRP may need to fully implement the proposed Software.

In addition, the following pricing assumptions apply to the pricing included in SAP's proposal:

(i)   For the proposed software, SAP standard payment terms are to invoice all applicable software license fees upon initial delivery of such software and all such invoices are due and payable in full net thirty (30) days from the date of invoice.

(ii)   SAP's pricing for the proposed software and related support services will be valid for 60 days from the RFP submission date. The total net license fee specified in the proposal for the proposed software is inclusive of all discounts off of list prices for the proposed software and is contingent upon West Virginia DLRP licensing all of the proposed software, in the quantities specified in the proposal, under the terms and conditions of the SAP Agreement. SAP's obligation to provide the proposed third-party software (if any) and related support services at the quoted prices is subject to third party vendor continuing to make the software and service available through SAP, and at such prices.

(iii)   All SAP software, software documentation, screenshots, functionality design matrix, commercial pricing, functional descriptions, and licensing/support terms, as well as ideas and work product of SAP contained in the proposal, are considered trade secrets and confidential and proprietary to SAP. SAP does not agree that those ideas and work product shall be owned by West Virginia DLRP, West Virginia DLRP shall have the right to use any or all such ideas contained in the proposal solely for evaluation purposes, and any other use of such work product without SAP permission constitutes an infringement of SAP's intellectual property or theft of trade secrets. West Virginia DLRP's right to duplicate, use and disclose the related portions of the proposal, in whole or in part, shall be authorized solely as necessary for evaluation purposes or to the extent required by applicable state law. Any and all software documents, screenshots, and functionality design matrix included in the proposal shall be considered exempt from any public disclosure to the fullest extent allowed under law

Proposal Signature

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Carahsoft Technology Corp.
(Company)

Jennifer Kanach - Proposals Director
(Representative Name, Title)

703-871-8500/703-871-8505
(Contact Phone/Fax Number)

10/11/2024
(Date)

Kanach
(Signature)

Proc Folder:	1484950	**Reason for Modification:**
Doc Description:	DLR Procurement Management System	

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2024-09-16	2024-10-15 13:30	CRFP 0313 DEP2500000003	1

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON   WV   25305
US

VENDOR

Vendor Customer Code:

Vendor Name : Carahsoft Technology Corp.

Address : 11493 Sunset Hills Rd. Suite 100

Street : Sunset Hills Rd.

City : Reston

State : Virginia   **Country :** United States   **Zip :** 20190

Principal Contact : Jonathan Gutierrez

Vendor Contact Phone: 571.662.3375   **Extension:**

FOR INFORMATION CONTACT THE BUYER
Joseph E Hager III
(304) 558-2306
joseph.e.hageriii@wv.gov

Vendor Signature X _[signature]_   **FEIN#** 52-2189693   **DATE** 10/11/2024
All offers subject to all terms and conditions contained in this solicitation

Addendum Acknowledgement Form

Please see a signed copy of the Addendum Acknowledgement form on the following page.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: _____

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X] Addendum No. 1	[ ] Addendum No. 6
[X] Addendum No. 2	[ ] Addendum No. 7
[ ] Addendum No. 3	[ ] Addendum No. 8
[ ] Addendum No. 4	[ ] Addendum No. 9
[ ] Addendum No. 5	[ ] Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

_____Carahsoft Technology Corp._____
Company

_____
Authorized Signature

_____10/11/2024_____
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

SAP Fieldglass Implementation Overview

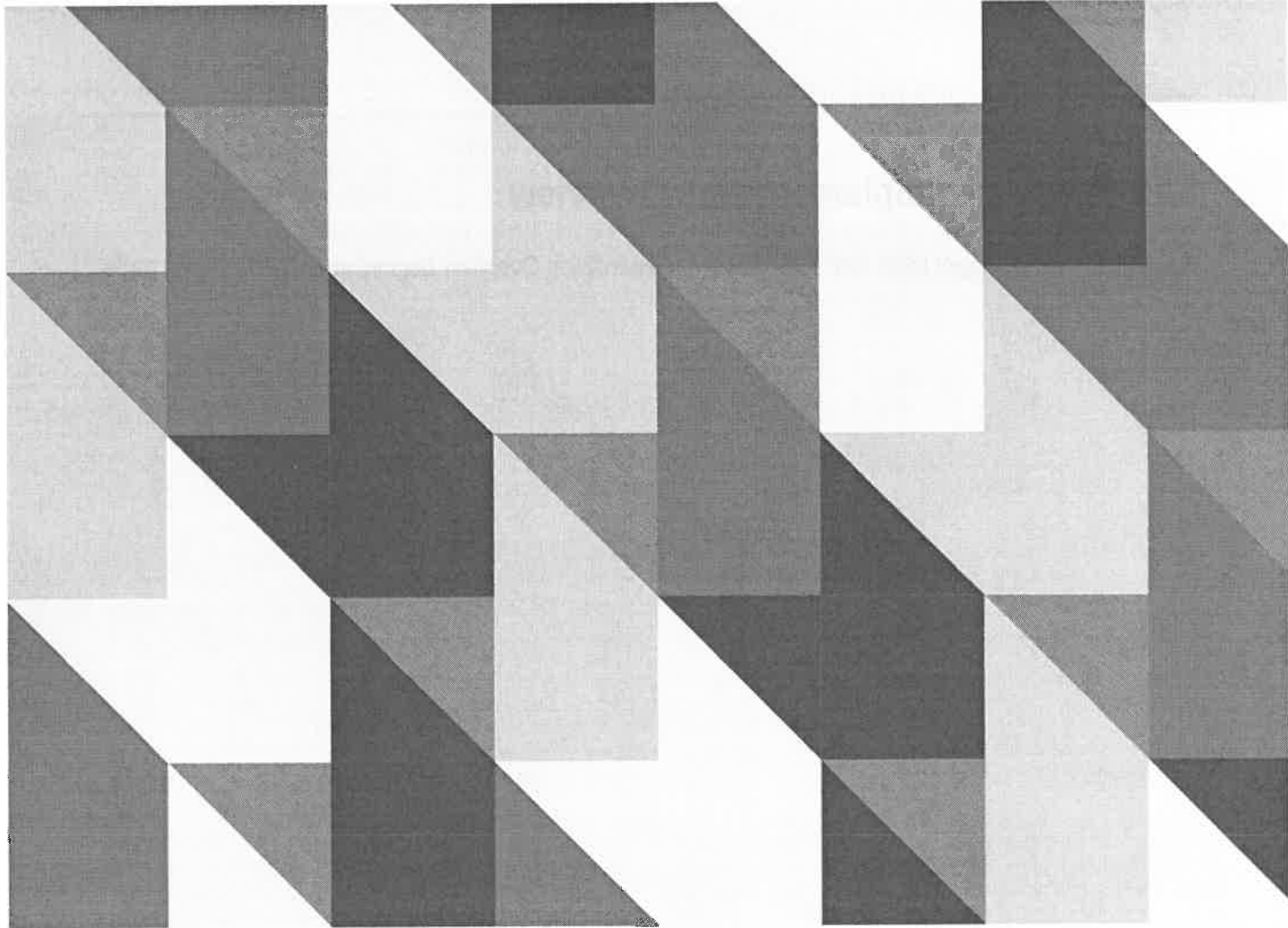Please find the document titled SAP Fieldglass Implementation Overview beginning on the following page.

Fieldglass
ementation
rview

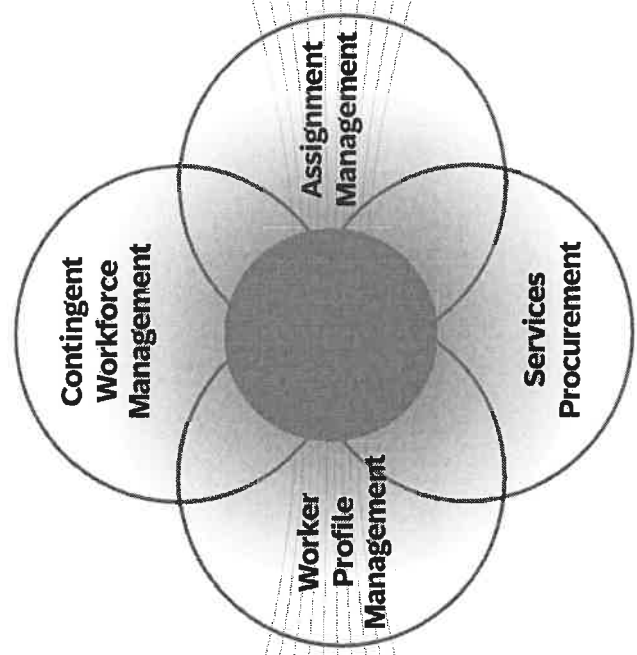*exibility, visibility, and confidence to our customers*
orkforce spending

ust 2024

ieldglass

23+ years leading the industry in Services Procurement and
Contingent Workforce Management

B Total Spend

$

9.5B Contingent
0.5B Services

**Bring it all together with
SAP Fieldglass**

0.63M New
SOW Records
Globally

>2
Co
Re
Gl

4M
New **Users**
Annually

4.7
Ne
An

Contingent
Workforce
Management

Assignment
Management

Worker
Profile
Management

Services
Procurement

31M
Timesheets
Annually

7.
Int
Ru

190+ Countries

21 Languages

185 Currencies

1000+
Customers
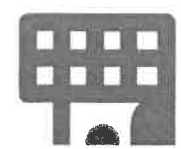
5K+
ive Supplier
ationships

ementation: SAP Fieldglass Experience & Best Practices

Recommended Solution

Methodology Library

Service Catalog

Professional Services SOPs

nmitment to consistency & delivery excellence

e Business Model followed by Localization nuances

tner with customer's approach & methodology for cult

focus on Customers for Life

lementation KPIs

mely delivery

eliver simplistic solutions (enhance adoption and ROI)

inimize customizations (minimize support; implement indepe
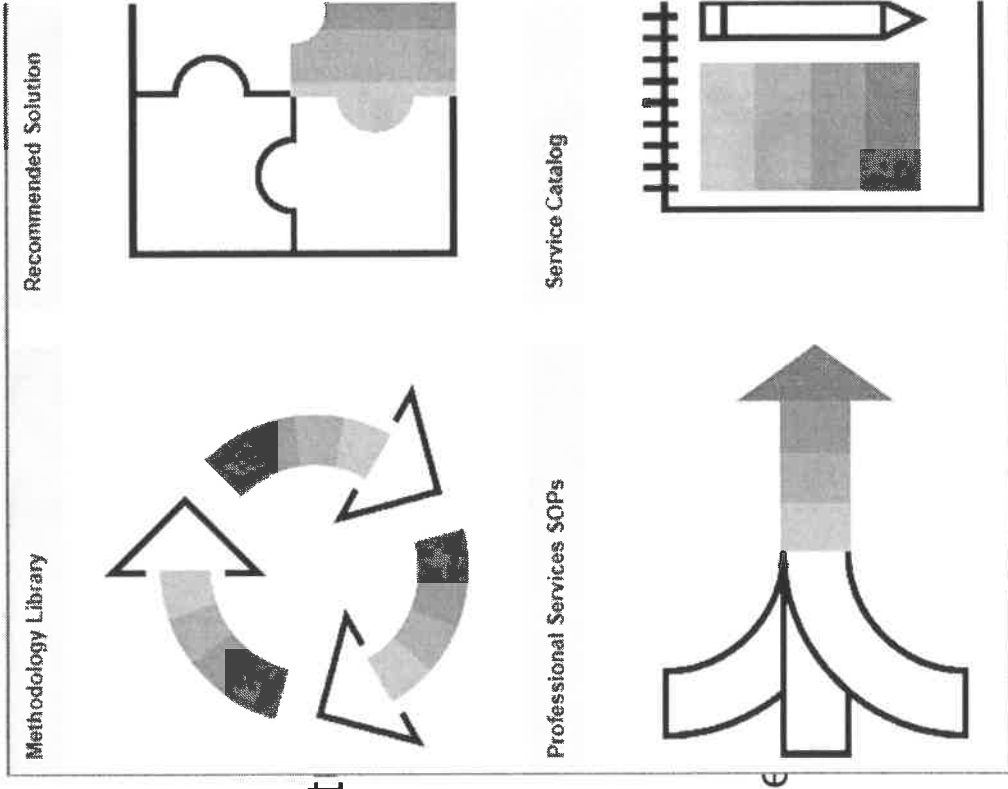
Fieldglass Recommended Solution
Leading Practices

: Solution

...ractices approach various customer models per
...y

...nfigured core solution and contains all of the SAP FG
...actices for implementing a VMS

...nizations on a configuration / geographic level are
...ed in order to solve business challenges

...uration requirements will need to be collected by using
...ap Analysis approach

Benefits
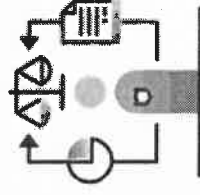
- Fulfill Customer's business requirements with a solution that
  is easy to support

- Standardize global solutions

- Create solutions that are scalable

- Promote program adoption

Fieldglass Implementations are Delivered via Setup Services and Consulting Services
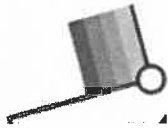
Setup Services

...de the basic configuration services to get up ...unning with SAP Fieldglass. These one time ...ces are included in the subscription, occur ...consecutive weeks, and are delivered ...tely with the exception of an onsite Kick-Off ...ng. For some customers, these services may ...e sufficient to drive the outcomes desired.
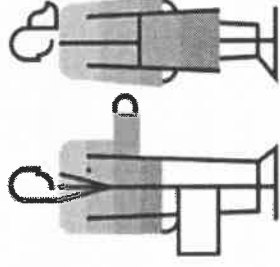
Consulting Services

are additional services occasionally needed to ensure successful customer outcomes. These services can be purchased from SAP Fieldglass, or from a System Integrator partner.

Fieldglass Leading Practices **Approach**

fit Solution:

ading Practice Process contains all SAP FG best practices for implementing a VMS

rious customer models per industry

-to-Standard approach and identification of all delta requirements (fit gap analysis)

stomizations on config / geographic level are expected to solve business challenges

ts:

creases implementation timeframe; reduces project costs and risks

lfill business requirements with a solution that is easy to support

eate solutions that are scalable

andardize global solutions

omote program adoption

n be enhanced as the program matures

Org units

Cost Objects

Locations

Users

Job Categories and Titles

Rate Cards

SOW Categories and

Types

Names/codes

Contact Info

Distribution rules

Categories:

Overtimes

Shifts

Pay/Bill Rates

ple
mer

Innovation

Acceleration

SAP Fieldglass Model Co

SAP Fie glass

SAP Fieldglass

SAP Digital Business Services fra

ieldglass Setup Package
ne – All Deployment Activities are Delivered Within 20 Weeks of Kicko

DISCOVER	PREPARE	QG1	EXPLORE	QG2	REALIZE	QG3	DEPLOY	QG4	RUN
S2D Handover	Project Initiation & Governance				Execution / Monitoring of Project				Project Closure & Handove
Solution Scope Definition	Project Plans, Schedule, Budget								
	Project Kick Off & Onboarding								
	Project Standards, Infrastructure & Solution								
	Project Team Enablement								

Design & n

EXPLORE	REALIZE	DEPLOY	RUN
Fit-to-Standard & Analysis & Requirement Capturing	Solution Configuration		
Configuration Definition	Reports		
	Final Solution Walkthrough		
Integration Preparation	Integration Setup in Test System	Integration Setup in Prod System	
Testing Approach	Internal Test		
	Solution Test Preparation		
	Solution Test Execution		

ta

EXPLORE	REALIZE	DEPLOY	RUN
Data Load Preparation	Cutover Plan	Legacy Data Migration	Operations Monitoring & M
		Production Cutover	Production Support
System User Roles & Authorization Administration	Technical Operations & Handover Plan	Delivery to Support Handover	

Solution

PREPARE	EXPLORE	REALIZE	DEPLOY	RUN
Adoption Initiation	Adoption Planning & Strategy	Org. Change Mgmt. Execution	Admin Training	Release Management
Value Determination		Supplier Enablement	End User Training	Production Support

Quality Gate ◆ **Task/activity type:** Functional   Technical and functional   Technical   Project Management

Governance

| Contracts | uirements Analysis | Scope | Process Design | Schedule | Configuration | Milestones | Solution Validation | Status | Production De | Issue Resolut |

Business Process & Configuration

a Collection

- ker Data,
- s, Contracts,
- nal Policies,
- s, Approval
- rchies etc.
- scrubbing and
- ng

Program Office Set-up

- Identify Staff
- Train Staff
- Develop and Document Program Policies
- End user support Model

Supply Base Management

- Develop Supplier Strategy/Program
- Treasury Approach
- Engage & enable Suppliers
- Contracts and EUAs

Change Management

- Change Mgmt Plan
- Communications design & distribution
- Reference Materials
- Training Logistics

Integratio

- Validate archite
- Develop interfa (needed)
- Enable transpo mechanism
- Test

Role	Customer	Fieldglas
...onsor ...on, guidance and senior leadership to the project	✓	✓
...nager project	✓	✓
...nt Lead ...ject planning, coordinates SAP Fieldglass Deployment Services activities and provides ...s updates		✓
...Lead ...sures solution satisfies the business needs; SAP Fieldglass guides and advises on ...and performs process configurations on the SAP Fieldglass solutions	✓	✓
...Lead ...ves execution of activities that affect systems and data; SAP Fieldglass guides and ...chnology and performs technical configurations of the SAP Fieldglass solutions	✓	✓
...nagement Lead ...d executes strategy for maximizing Customer adoption of the SAP Fieldglass Solution	✓	
...ter Experts / Testers / Pilot Users ...from their respective departments and participate in project activities as appropriate	✓	
...ministrator of SAP Fieldglass Solutions ...enant and configures Customer facing aspects of the Tenant as needed	✓	
...ad ...ps and implements production support model for Customer	✓	

own the core with scalability for the future

e Business Model (CBM)

- eployment hand-off; define program goals
- ndard process and Fit / Gap analysis
- nfiguration and integration landscape
- ⊃ Fieldglass best practices & ommended solution implemented

Program Expansion

- New regions/countries, business units, categories and buying channels, and/or engagement types
- Additional module (e.g. Services, PW)
- Localization: taxes, invoicing, operation. HR compliance, worker legislation

Expansion & Maturity

Validate CBM
Incorporate Localization
Agile expansion & Improvements

Initial Deployment

Core Business Model (CBM)

"Global" Really Means

Fieldglass al Network
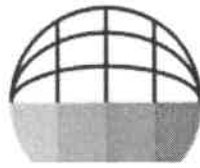
Data Privacy

- Data Protection
- Resume Deletion
- Candidate Anonymity
- Privacy Policies
- Data Collection
- Discriminatory Laws
- Security

Assignment Duration

- Driven by Reason Code
- Conditional Rules
- Renewal Rules
- Assignment Maximums

Multi-MSP

- Visibility controls
- Program model support at a country & category level
- Supplier pay relationships

Working Rules

- Standard Time
- Overtime
- Shifts
- Premiums

Order Requirements

- Reason Codes
- Order Types
- Workflow Rules
- Custom Fields
- Conditional Rules

Rates

- Transparency
- Rate Components
- Rate Complexity
- Taxes
- Mark ups & MSP Fees
- Bill Rate vs Pay Rate Model
- Per diems (Lunch tickets/Meal Tickets)
- Equivalent Pay Rules

In\

- Taxe
- Valic Forn
- VAT Rate
- Req

Re\

- Rep Cust
- Gov Rep

oyment Phasing Strategies

by Labor Type
ntingent, followed by Services/SOW

ofile Worker (non-invoiced HC)

es Spend by Country
al deploy strategy based on country

y, readiness

es Spend by Category
Strategic Categories First; Critical Need

es Spend by Strategy
end – easiest; followed by Strategic

's globally

Common Factors for Roadmap Influence

- Regional/BU/LoB Adoption Readiness
- Corporate Policies Governing Use of SOW and/or Contractors
- Regulatory and Cultural Complexities
- Program Management Model (Self vs. MS Managed)
- Vendor Makeup
- Procurement Category and Labor Type S)
- Volume of Workers and Spend by Countr
- Global and Regional Objectives (cost sav compliance, visibility)
- Integration Impacts / System Variations

►Fieldglass

SAP Fieldglass Typical Release Sch

| JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC |

MONTHLY RELEASES
(JAN, FEB, MAR, APR, JUN, JUL, AUG, SEP, OCT, DEC)

Q1	JAN	Monthly Release (January 2024)
	FEB	Monthly Release (February 2024)
	MAR	Monthly Release (March 2024)
Q2	APR	Monthly Release (April 2024)
	MAY	Major Release (May 2024)
	JUN	Monthly Release (June 2024)
Q3	JUL	Monthly Release (July 2024)
	AUG	Monthly Release (August 2024)
	SEP	Monthly Release (September 2024)
Q4	OCT	Monthly Release (October 2024)
	NOV	Major Release (November 2024)
	DEC	Monthly Release (December 2024)

Fieldglass Release Schedule

does the release schedule look like?

or releases will be deployed in May and November

or releases will be deployed in February and August

thly releases will be deployed in the remaining months

ice packs will be deployed after major and minor releases

vo service packs after each major release

e service pack after each minor release

s included in each release?

or releases will include functionality enhancements, custom scripts, integration changes, and defect res

or releases and monthly releases will include custom scripts, integration changes, and defect resolution

ice packs will include integration changes and defect resolution

se Communication and Feature Administration document is provided to customers for ea release.

nvironments are available for customers to perform regression testing prior to each majo e. Customers have access to the beta environments for a three week period starting four major releases.