



MEETING MINUTES

State of Louisiana ERP Project

Blueprint Workshop/RFQ Bid Invite Procurement Process

Session: LOG-MM-014/015/017

10/14/2008 8:30 to 5:00

Location: 1885 N. Third Street, Livingston Bldg, 1st Floor Conference Room

Attendees:

No.	Name	Agency	Invited?	Day 1	Comments
1.	Anderson, Shannon	DPS	Y	N	
2.	Bello, Jennifer	DPS	Y	Y	
3.	Bloodworth, Dorene	DEQ	Y	Y	
4.	Brown, Rhonda	OTM	N	Y	For J.D. Liford
5.	Buckner, Yvette	WLF	N	Y	For Charlotte Naquin
6.	Cutrer, Cathy	DOA/LaGov	Y	Y	
7.	DeFoe, Llewellyn	DOA/LaGov	Y	Y	
8.	Denham, Brad	DOA/LaGov	Y	N	
9.	Deshmukh, Sudhir	DOA/LaGov	Y	Y	
10.	Elhami, Ray	DOTD	N	Y	
11.	Elliott, Sterrie	DOA/LaGov	Y	N	
12.	Eppes, Ginger	DOJ	Y	Y	
13.	Fontenot, Duane	DSS	Y	N	
14.	Galloway, Charlotte	CRT	Y	N	
15.	Gooding, Teresa	LED	Y	N	
16.	Hays, Robert	NELWVH	Y	N	
17.	Hebert, Sharon	DOA/LaGov	Y	Y	
18.	Hernandez, Kathy	SOS	Y	N	
19.	Higginbotham, Margaret	DOJ	Y	N	
20.	Jones, Shanda	SOS	Y	N	
21.	Kees, Wynette	WLF	Y	N	
22.	Kemp, Bonnie	OSP	N	Y	For Denise Lea
23.	Kunjappy, Elizabeth	LDR	Y	N	
24.	Ladhur, Jack	DOA/LaGov	Y	Y	
25.	Landry, Melodie	LDOL	Y	N	
26.	LaTour, Adam	DOA/LaGov	Y	Y	

27.	Lea, Denise	OSP	Y	N	
28.	LeBourgeois, Judy	DNR	N	Y	
29.	Lewis, Karen	DNR	Y	N	
30.	Liford, J.D.	OTM	Y	N	
31.	Lipscomb, Kenya	DOA/LaGov	Y	Y	
32.	Lumbard, Pat	PSC	Y	N	
33.	Marrero, Denise	OFPC	Y	N	
34.	Miller, Diane	LDAF	Y	N	
35.	Miller, Lisa	DEQ	Y	Y	
36.	Napoli, Paul	DOTD	Y	Y	
37.	Naquin, Charlotte	WLF	Y	N	
38.	Nedd, Cherrilyn	DOA/LaGov	Y	Y	
39.	Newsom, Susan	WLF	Y	Y	
40.	Nolan, Debbie	NELWVH	Y	Y	
41.	Oglesby, John	DOA/LaGov	Y	Y	
42.	Olivier, Herbert	DOA/LaGov	Y	Y	
43.	Parent, Carla	DOTD	Y	Y	
44.	Pierce, Karen	DOA/LaGov	Y	N	
45.	Pulliam, Sonya	DHH	Y	Y	
46.	Richardson, Lonnie	LDI	Y	N	
47.	Rogers, Belinda	DOA/LaGov	Y	Y	
48.	Sanders, Randy	DOTD	Y	N	
49.	Schexnayder, Sharon	DOA/LaGov	Y	Y	
50.	Seal, Theresa	DOA/LaGov	Y	Y	
51.	Sewell, Kenyetta	DCSC	Y	N	
52.	Sharp, Suzanne	DOC	Y	Y	
53.	Sides, Ryan	DOA/LaGov	Y	Y	
54.	Smith, Susan	OCR	Y	Y	
55.	Stewart, Chris	LED	Y	N	
56.	Stribling, Martina	OYD	Y	N	
57.	Thomas, Gwen	DNR	Y	N	
58.	Tickles, Michelle	LDOL	Y	N	
59.	Trevidi, Mandar	DOA/LaGov	Y	N	
60.	Wallace, Patti	DOE	Y	N	
61.	Ward, Wanda	LDAF	Y	N	
62.	Watson, Eve	DHH	Y	Y	
63.	Wright, Mark	DOA/LaGov	Y	Y	

<i>Agenda Item and Notes</i>	<i>Owner(s)</i>	<i>Action Items & Assignments</i>	<i>Comments / Follow-up</i>
1. Logistics, Ground Rules, & Introductions		<ul style="list-style-type: none"> • Belinda Rogers 	
2. Workshop Objectives		<ul style="list-style-type: none"> • Belinda Rogers 	
3. Project Overview/Timeline		<ul style="list-style-type: none"> • None 	
4. Business Process Review - SAP Terms Glossary - Process improvement opportunities - SAP concepts & functionality - Enterprise readiness challenges		<ul style="list-style-type: none"> • None 	Hard copies were provided of SAP Glossary and PowerPoint slides.
5. Action Items		<ul style="list-style-type: none"> • Do we wish to allow bidders to make changes to their bid prior to Bid Opening Date (BOD)? IBM will be expecting examples of Request For Proposal (RFP) with responses and Invitation To Bid (ITB) with responses. • LOG-MM-008 worksheet being developed by LaGOV to send out to Department's to verify the Key Decision regarding the approval levels. As soon as the excel worksheet has been completed, it will be emailed to those "Points of Contact" identified in the LOG-MM-008 session. • Action item from Adam, Jack, Brad, Kenya, Belinda will meet with Susan Smith to determine how the above approval process works out. • Remember to address Third-Party Contracts 	

during the Contracts
Blueprint Session

- LAPS contracts – need Denise Lea to weigh in on whether or not RFR (Request for Response) stays off line. Will the state require electronic bidding?
 - Belinda, IBM, Jack, Kenya to meet with OCR leader.
 - John will check with Larry Hofstad regarding Paul Napoli's question: Can Project Systems notify consultant contract services when a supplemental is needed by the Project Manager? If so, how? Action Item resolved. See detail at the end of Section 12, "Discussion".
 - Is bid reply required after a bid change? If a buyer receives a bid reply, and then the buyer changes the bid, can the vendor resubmit his bid or does the original have to be accepted?
 - Is a bid reply required after the invite change? What will happen if the reply is received, the bid is changed. Note: Something is missing in the preceding question Will the system "require" an updated bid from the supplier? What is/is not required by the system?
 - Submitted bids are binding in that the vendor cannot update/change their bid once submitted. A disclaimer can be created on the login page to "bind" the supplier.
 - Need clarification from IBM regarding adding attachments to any SAP document. Not sure if the attachment can be added to any SAP document or should the verbiage state any Purchasing document.
 - The group was unable to come to a decision
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on skipping the Sourcing Cockpit.

- John Oglesby will validate if purchases above the DPA of \$500 is forwarded to OSP or to DOTD Central Purchasing instead of OSP.
 - Third Party Contracts
 - Include DOTD in portal meeting
 - Need to gain an understanding of how to handle BAFO or re-submit.
 - Gain an understanding of proxy bid gap regarding bid opening date.
 - John Oglesby to follow up regarding FP&C involvement with construction
 - Need to determine if Storage Location needs to be added to FRICE-W.
 - In SAP you can create a solicitation without having a shopping cart. Need to determine if an interface from Excel will be required to create a solicitation without having a shopping cart.
 - A representative from each department will need to come up with an example document for requirements needed for services and supplies.
 - SAP does not have a document size limitation. However, there may be hardware limitations; Follow up with Raj on the IBM Basis team to determine/confirm if hardware has a size limitation.
 - Add insert regarding LaPAC post / newspaper ad post and missed action item regarding Denise and LAPS.
 - The state may require that electronic bids, once submitted are allowed to be updated by the supplier before the bid opening date.
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- 6.
- Key Decisions**
- The contact for the Bid Invitation (ITB) needs to be State Purchasing if bid is > than agency Delegated Purchasing Authority (DPA). If < DPA the buyer needs to be the Purchasing Organization / Purchaser
 - Contact identified on bid for ITB that is > agency DPA can be changed at OSP at the approval level
 - As a group it was decided that no disapproval reason codes are needed in SAP Bid Process as the approver can add notes.
 - Determine if SRM will work for the State.
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- 7.
- Organizational Impact**
- Vendor training for SUS
 - DOTD main website
 - OCR making changes to RFP bid invitation
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- 8.
- Parking Lot**
- Validate if "C" folders are within the scope of the contract.
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- 9.
- FRICE-W**
- "F" -Format for printing bids and addenda.
 - "I" – Interface with AASHTOware (DOTD)
 - "E" – Search sourcing cockpit by storage location
 - "E" – Clearing pre-encumbrances from canceled bids
 - "E" – BAFO capability in SRM (best and final offer)
 - "E" – Notification by e-mail to buyer for invitation that reaches open date
 - "F" - Creation of a format for the bid invitation and to print the invitation.
 - "W" - Upon cancelling / deleting a Bid the Pre-Encumbrance will also be cancelled.
 - "W" - email notification of when a bid becomes open.
 - "F" - Print output of the bid invitation for manual mailing.
 - "R" - Ability to generate reports to determine how many bids are done by State Purchasing versus
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- Agency.
- “R” - Generate report to determine how many PO's are created by State Purchasing versus Agency.
- “W” - Automated mailing of the Approved Bid Invitation has to be developed as it not standard in SAP.

10.

Integration Points

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11.

Gaps per requirements

- Bidders need to be approved vendors
- Printing of the bid invitation and addendum need to define a standard format
- Qualified vendors list functionality to be used for commodity vendors registering for bidding – may need some development to automate.
- Posting of the bid to LA websites – may need development around organizing the data
- Cancelling of pre-encumbrance for items that were on requisition but where only partially awarded, maybe a gap – need clarity from finance
- If the buyer is adding a bid by proxy for a vendor, (proxy bids being entered after closing date) the buyer needs to do it before the bid close date. This has been recognized and will be researched to determine a resolution.
- Resolve effect of non-reply to addendum of a bid invitation (ADAM)

12. Discussion

DPA: Delegated Purchasing Authority

- Agencies have different DPA's...anything over DPA goes through OSP.
- Purchases are handled at different levels...state, agency.
- Some state agencies are exempt by law.
- DOTD's districts have their own DPA of \$5,000. Anything else goes to OSP unless exempt (Action Item added for John Oglesby to confirm the routing of DPA >\$5000 being routed to OSP or DOTD Central Purchasing.) There is no DPA limit for exempt items.

As-Is Commodities Solicitation Process Overview

Agencies have different State Purchasing delegation authority limits.

- Requests under \$1,000 do not require a bidding process. However, the agency policy may require a quote before the confirming order is processed.
- Requests over \$1,000, but below their State Purchase Small Purchase Limit (DPA) can be bid by the agency.
- Those requests over the agency's DPA, must go to State Purchasing to bid.
- Some commodities, regardless of the agency's DPA limit, must go through State Purchasing to bid.
- Small Purchases are up to \$25,000 and have an informal bid process (phone, faxed, sealed bids are not required, but may be done).
- Competitive Sealed Bids are over \$25,000 and have a formal process.
- Those requests using the LAPS initiative do not require a bidding process.
- Addendums can be issued against the solicitation to change the bid opening date, bid criteria or for cancellation.
 - If bids are manually posted into LaPAC, a manual addendum must be entered to modify the bid opening date. LaPAC does not send this information to AGPS as the original solicitation was not automatically submitted to LaPAC.
- While DOTD Procurement process is similar to other Departments, they have certain exemptions that other Departments do not have.

For DOTD – Requisitions are required before a PO can be created, whereas AGPS allows the creation of a PO without a Requisition

As-Is Services Request for Proposal Process (RFP) Overview

There is no OCR delegation authority limit regarding the bid process. There are dollar limits in the Administrative Code which require a competitive process for certain services not exempt from R.S. 39:1494.1.A.

- Consulting Services > \$49,999
- Consulting Data Processing Services > \$100,000 (requires OIT approval)
- Social Services > \$250,000

Proposals are posted manually into LaPAC in Word, Excel, or PDF formats.

Consulting and Support Services Agreements (CSSA) provide an optional method of soliciting information technology services. Agency issues “mini-RFP” to pre-approved consulting firms.

As-Is DOTD Processes Overview

DOTD Professional Services RFQ

- DOTD “High-Level” RFP Process for Services is similar to the rest of the State, except the RFP does not go before OCR for approval.
 - RFP process for Services – The word document is changed to a .pdf document and posted to LaPAC.
 - RFP for services is a manual process
 - DOTD's professional services contracts are usually exempt from OCR
- DOTD sends some, not all, of their contracts to OCR for approval.
- DOTD Retainer Contracts secure services but the work that is performed is done by task orders. Task orders will be issued as a service is needed. This is also done for certain services that are needed; i.e. underwater bridge inspection. It's a contract for a specific time frame and dollar amount.

- As a service is needed an invoice will be issued.

Any Professional Service Contract (PSC) done by DOTD must be completed using form DOTD 24-102, which is available on the DOTD website. The completed form is submitted as a part of the RFP submittal, but is not submitted electronically.

RFQ package set up and advertised on DOTD website. Review committee made up of 5 DOTD employees.

DOTD Construction RFQ

- DOTD may chose to do their construction bidding in AASHTOware instead of SAP. If it is performed in AASHTO a FRICE-W item may be needed. Don't know if DOTD will be using SAP for construction projects. DOTD may still use AASHTO instead of SAP in the future. *Noted as an Interface above*
- DOTD will only accept paper bid packages until December 2008. Starting in 2009 their construction bid process (for projects > \$500K) will be completely electronic for construction contracts processing except for signature.
 - DOTD Construction RFQ Process is mostly electronic however all Bid packages for federal projects or projects >\$500K will only be accepted online in the future. DOTD will still sell paper bid documents to bidders if requested. Bidder Registration is electronic and Addenda postings are online. A contract is created and executed with the successful vendor during the "Award" process of the construction RFQ Process

DOTD & FP&C are the only agencies that deal with construction contracts. No negotiations. Reference the RFP process. Vendors have to bid exactly as stated in the RFP or the bid will automatically be rejected. .

SAP Glossary

See Presentation for Glossary Terms pertinent to this topic of discussion for detail definitions.

Discussion Overview

- In SRM Attributes pertain to information, questions, extraneous information pertaining to bids/proposals. Questions can be created as a template or can be created for one bid/proposal at a time.
- Transfer of Demand: identifying sources that help you build the bid.
- RFQ/Bid Invitation Creation: Create Bid invitation in bidding engine; Free text, product master, or catalog items; Create from reference; Add attachments, internal and external texts; Integration into Vendor List; Template management (Central or Buyer Level Templates can be created); Dynamic attributes (Optional - The central, buyer or specific template you can create general or specific questions which would display on each bid for a commodity or IT purchases. A drop down menu can be created to give the user functionality for choosing a template. This information is leveraged, but not weighted "ranking" for the bid); Integration with cFolders for Collaboration (you can have other attachments that can be referenced); Convert into Live Auction (Take bid invitation and post them into live auctions to get best deal on a needed commodity/service (not a reverse auction – state sales items). Similar to eBay).
- What is "C" folder?
 - Where you put scanned documents in folders and efficiently manage attachments. Bolt on application. cFolders allows an efficient method of managing attachments between ECC and SRM.

- cFolders is the central place that attachments are kept where ECC and SRM receive the attachments. If not using cFolders you would have to have the attachments in both SRM and ECC (copied from ECC to SRM). It is the understanding of LaGOV that this is in scope. The online documentation term that you can put scanned folders (i.e. CAD document) into cFolders. You would then take the attachment and attach it to any SAP Document
 - cFolders is the electronic document management utility within SRM. cFolders allows the electronic documents to be attached to all Purchasing Documents (Requisitions, POs, RFQs, and Contracts). The ability to attach documents in SRM and ECC exists in the systems without the implementation of cFolders.
- What about attachments?
 - Should have “C” folders?
 - Functionality is in system to do it.
 - More efficient to have one place to put documents.
 - Who will maintain the c folders?
 - C folders you don’t have to copy MM in SRM?
- Auction Creation (optional SAP feature for live auction only): Convert RFQ into auction; Create from Sourcing Cockpit; Manual auction creation; XML upload; Maintain auction-specific parameters; Monitor auction activity; Chat (on-line real time chat); Auction status interaction; Submit bids; bidding rules; Close auction; Accept/reject bids; Workflow approval; Create PO or Contract
 - Response Handling: SUS Integration (entry of bid responses; resubmit bid response; vendor information; receipts; invoices etc.); Online entry of response in bidding engine; Bids can be returned to bidder for adjustment and resubmission (functionality exists to submit an email notification describing the change to the vendors identified. This function is only for vendors that are sending electronic bid replies.)

SAP Overview/Functionality

SAP can be configured so that a vendor can modify their electronic bid before the bid opening date, but not after.

Winner Determination: Download to Excel; Upload into Business Warehouse (BW or BI), (reporting tool) for bid comparison including dynamic attributes; Acceptance/rejection of individual bids/line items (A rejection email notification is optional, depending on the State’s needs. You can have an approved email go out to the vendor you accepted.); One step, multi-level approval workflow

Sourcing Overview slide definitions:

- What is EBP?
 - EBP (Enterprise Buyer Professional) is the procurement piece for SRM. R/3 is ECC

SRM Bid Invitation can be created from:

- External requirements
- Contracts
- Requisitions
- Shopping carts

SAP gives the option of maintaining a list of vendors for certain materials or a generic grouping of vendors which can be used to bid from. This information can be leveraged.

SAP allows a user to narrow down the requests to your Plant or your Storage Location.

SAP allows you to award one item to multiple vendors. Two Purchase Orders would be created upon award. You can also have a different ship-to at the line level.

- State enters into a third party contract with the City of New Orleans and Dept of Navy.
 - SAP does have limitations, but will be discussed in the contract session. A contract or a purchase order can only have one purchase order. Susan Smith can give examples of the need for this information to be captured in the system.

A requestor can go into their sourcing cockpit and open up the request history to determine the status of their request.

Bid invitation profiles are similar to document types in AGPS/CFMS in that it allows for certain business requirements (i.e. create a bid, create a purchase order, and create a contract). You can also create a rule which requires an attachment to a particular document type. Some of these requirements would require configuration.

- If a vendor received a printed solicitation copy (vendor not in SUS), the agency is responsible for mailing any addendums to the vendor.
 - In SRM to delete a Bid Invitation is a status setting. To delete does not actually delete the invitation. As Create, Change, and Delete are three different processes you can have a different person assigned for each process.

The state can delete a bid and the requisition or delete the existing bid and re-bid the request. The process for cancelling the Pre-Encumbrance in SAP is similar to the way AGPS handles it. In that the user (once the items are rejected/deleted at the bid level) will need to go back to the requisition and release the pre-encumbrance for those items that will not be awarded.

The pre-encumbrance in SAP is handled at the line level, not the header level.

SRM Bid Reply – In SUS a bidder can:

- Search for a new bid invitation or auction and create a bid, or search for bids they have already created.
- Bid replies can be entered in the system, either by the vendor (bidder) in SUS or by a purchasing professional on behalf of the vendor (Proxy Bidding).
- Bidders can download bid invitations to Microsoft Excel.

The bid reply can have a vendors resume, questions they have answered, etc as attachments.

Cost of how much the service will cost is only 25% of the evaluation process for service proposals. The remaining 75% of the evaluation is determined from experience, etc. This can be done as an attachment to the bid if the vendor is registered in SUS.

SAP does not have a document size limitation. However, there may be hardware limitations (Item has been added to Action Item section for IBM to follow up with Raj).

- SAP will allow for current proposal process to continue.
 - Users can save bid and attachments to their hard drive and then forward individual attachments to committee members or continue to ask vendors to submit paper proposals along with electronic proposals.

If a vendor does not submit an electronic copy of the proposal, you can enter their reply as a proxy bidder in a bid document and then attach scanned documents to the bid reply.

The following Portals are being replaced:

- eCAT
- LaPAC

DOTD has several portals on its website (commodities, professional services, construction) that may be changed or removed.

During the vendor registration process the vendor can be made to click an “acceptance” of state rule and regulations.

During the consulting service proposal process you can ask for a “Best and Final Offer”. What that means is the buyer can ask the two lowest bidders to re-submit their bid to determine the vendors “Best and Final Offer”. The re-submit would have another bid open date. This can be done in SAP by re-publishing the bid to just those two vendors with so many days to respond.

- SAP allows for weighting and ranking.
 - SAP will not force a user to award to the lowest bidder, but an auditor would be able to review the decision and ask questions later.
 - Evaluating bids is optional and is not required.
 - An optional feature in SAP is that after awarding a winner you can create a live auction. What this means is that you can take your awarded bid and create a live auction where you and the awarded vendor can view the low bids being returned. This allows for a “Best and Final Offer”.
 - After you have your bids and have chosen the vendor to award, the State can insert an approval at this time.
 - Weighting and Ranking has to be set up to run the analysis cockpit for vendors you have electronically submitted their bids.
 - System has the functionality to provide information regarding what bid has been ranked as well as help with score for no weighting and ranking.

The Sourcing Application (proposed sources of supply) allows for both a header and detail view of line items.

In the Bidding Engine: Bid Invitation you can add attachments or create dynamic attributes at the header or line level.

- Drop down box, dates, free text,

SAP can be configured to allow a buyer to receive a notification when a bid becomes open. A buyer can currently determine which bids are open by running a “Find bid Invitation” by Status and Date.

- SAP has time zones in the system and will convert the bid reply time to Central Time.
 - However, the vendor will see the bid end time in his time zone.
- SAP allows for an ad-hoc approver at any time during the bid process.
 - This can be at the header or line item level.
 - If rejected at header level, bid dies.
 - If rejected at line item level, just that line item dies.

The award notification will issue when bid approvals are completed. It is up to the state if they want to notify the vendor of the award or wait until the purchase order is issued. The award notification can be turned off by the purchase organization and plant.

LAPS comparison should be done at the time of the request and entered by the end user. Any request for LAPS could skip the Sourcing Cockpit and go directly to a purchase order as they are on contract already and approved at the request level by various department levels.

SAP automatically publishes the approved bid invitation to SUS, a pre-determined website. A manual process needs to take place to publish the approved bid invitation to a newspaper and to mail printed bid invitation.

Bid Invitation Overview

If an OCR bid invitation approval is configured and OCR requests the bid open date be changed, the only way for an agency to get the bid invitation back is for OCR to reject bid invitation. They could then change the bid opening date and re-submit to OCR where upon approval the bid would publish. Once a Purchase Order is created the bid invitation in SAP is dead. In order for the agency to go back and re-bid using the same bid invitation, OCR approval is required after the accept bid step.

- Does Services have the same process?
 - Only for things that are bid.
 - If do not want to bid, request can be turned into P.O. or contract.
- Live auction
 - Where are solicitation live auction posted?
 - Where vendor can bid better price than first bid offered?
 - Invitation can be posted to live auction.
- Is there functionality to manually create live auction, then upload?
 - Yes
 - Supplier self service: Supplier submits bids. When they reference P.O., can be validated before.
 - Auction
 - Live auction only?
 - Yes
- E-mail notifications are sent to vendors that change has been done to RFP.
 - Change log on bid invitation providing changes of RFP.
- Can bid be sent back for changes to vendor before bid opening date?
 - Once bid accepted in SRM, approval there is workflow that can facilitate on accepted bid. Optional.
 - Optional if want to accept or reject.

Vendors will be expected to register with SRM to submit bids. The current bid packages will be posted to a website for public viewing. Changes to the bid packages will also be posted to the public website. Bids will also need to be printed to send to vendors that did not submit their bids electronically.

Rejection notices are optional in SRM to be sent out to bidders that were not selected during the bid process. If the State decides that this is a requirement, the system should be set up for mandatory or required rejection notices to be sent to bidders.

The end user will have the ability to review the shopping cart at any time to view where it is in the procurement process. The shopping cart will be displayed in the worklist in SRM with indication of the current step of the bid process that it is in.

Pre-encumbrance

Submitted bids are binding in that the vendor cannot update/change their bid once submitted. A disclaimer can be created on the login page to “bind” the supplier.

SAP’s recommendation for handling Best and Final Offer (BAFO) responses is that a new RFQ can be created and only those vendors identified can be invited to offer (submit their bid) for their BAFO

Action Items Resolved

- Paul Napoli asked if SAP Project Systems could notify you when a supplemental to a professional services contract was needed by the project manager. Action Item was assigned to John Oglesby.
 - After the Blueprint, John met with Larry Hofstad, and the answer is no. As with the current DOTD system, the project manager will be the trigger for this notice, and the timing can be subjective.
 - Also, there is apparently no "out of the box" functionality that automates the transmission of a notice when the project manager decides a supplemental is needed. Automation could be customized, but this doesn't seem to be a critical feature, based on subsequent conversation with Mr. Napoli.
 - SAP does have its own email system, which could be used to track a request within the system, but this would still be a manual process.