

**State of Florida
Department of Revenue
Request for Information**

**SAP S/4HANA Process Intelligence and Business Process
Management Platform**

25/26-118 SAP S/4HANA Process Intelligence and Business Process

1. INTRODUCTION

This is a Request for Information (RFI) as defined in section 287.012(22), Florida Statutes, for informational and planning purposes only. This RFI is issued by the State of Florida, Department of Revenue (Department), to solicit information regarding the products and services described herein. No contract will be issued as a result of this RFI.

The Department is seeking information from vendors who can provide a business model mapping product relevant to SAP S/4 upgrade. This would include, but not limited to, ECC and CRM environments.

All interested vendors and implementation partners are invited to participate by submitting a written response to the RFI in accordance with Section 8, RFI Submission.

2. BACKGROUND

The Department utilizes an SAP (Systems Applications and Products in data processing) software platform, a commercial off-the-shelf product, as the computer system supporting the General Tax Administration (GTA) Program. The System for Unified Taxation (SUNTAX) is highly automated and serves internal and external customers and suppliers of GTA.

SUNTAX is now built on the SAP HANA (High-performance Analytic Appliance) database, which is expected to receive continuous upgrades and new functionality as a modern SAP product. However, the current SAP Business Suite 7 and SAP NetWeaver versions used in SUNTAX cannot fully utilize the benefits of the HANA database. Additionally, SAP is ending support for Business Suite 7 and SAP NetWeaver in 2027, with extended support available at a premium through 2030, and has announced no plans to support these products beyond 2030. The Department is therefore upgrading SUNTAX to SAP S/4HANA to ensure uninterrupted service to the state, maintain modern security protections, remain compliant with industry and regulatory requirements, and fully leverage the capabilities of the HANA database.

The benefits of S/4HANA include improved system performance, faster data processing, and real-time analytics that will enable GTA to gain deeper insights into its processes, trends, and opportunities for improvement. S/4HANA also simplifies the technical landscape by reducing the number of tables and eliminating redundancies, lowering the complexity of SUNTAX and making it easier to manage, and provides a modern, intuitive user interface that helps staff navigate the system and access information aligned to their business roles. This critical upgrade extends ongoing modernization efforts that began with the May 2023 cloud migration and the SAP HANA database platform implementation in May 2025.

A transition of this scale requires the Department to develop a clear, evidence-based understanding of how SUNTAX business processes operate today, design target-state processes that align with S/4HANA standard functionality and verify after cutover that migrated processes execute as intended. The Department also recognizes that business processes will continue to evolve after go-live in response to legislative change, operational improvements, audit findings, and future SAP innovation, and that a sustained capability for process governance is needed beyond project closeout. To support these needs, the Department is issuing this Request for Information to learn about enterprise process intelligence platforms that combine automated process discovery, standards-based process modeling, conformance checking, and continuous process monitoring within a single governed environment, and to understand deployment approaches, integration capabilities with SAP ECC and S/4HANA, and the practices vendors recommend for establishing process intelligence as a long-term Departmental capability.

3. PURPOSE OF AN RFI

3.1 Rule

Per Rule 60A-1.042, Florida Administrative Code (F.A.C.), agencies are authorized to use a Request for Information (RFI) for research to determine any or all of the following:

- Whether to competitively procure particular commodities or contractual services
- Which solicitation process to use for a particular need
- General, special, or technical specifications to be included in a solicitation

An RFI is not a solicitation. An agency issuing an RFI is not required to utilize any information gathered from the RFI, nor is a vendor who responds to an RFI excluded from participating in any resulting solicitation.

Agencies must use the Vendor Information Portal (VIP) for issuing an RFI. A vendor does not need to be registered in MFMP in order to respond to an RFI but must be registered to be awarded a contract based on a solicitation. See Rule 60A-1.033, F.A.C., for MFMP vendor registration.

3.2 Constraints

This RFI is being released strictly for the purpose of gaining knowledge of services available on the market for the provision of these services, related services, and desirable options.

This RFI should not be construed as an intent, commitment, or promise to acquire or purchase the proposed services presented by vendors.

The Department will not be obligated to any vendor as a result of this RFI. The Department is not obligated for any costs incurred by vendors in the preparation of their response to this RFI. The Department will not pay for any information herein requested nor be liable for any costs incurred by the vendor.

From the responses to this RFI, the Department will review all options related to the services specified, related services, and desired options.

4. QUALIFICATIONS

There are no qualifications for vendors to respond to this RFI. Should a formal solicitation be released after analysis of product availability in the marketplace, there will be qualifications required for any vendor to be awarded a contract, including:

- (i) Vendors must be registered with the State of Florida, Department of Management Services, through the MyFloridaMarketPlace e-procurement system.
- (ii) Vendors must be registered with the State of Florida, Department of State, Division of Corporations, to do business in Florida.

5. OBJECTIVE

The Florida Department of Revenue, SUNTAX program, seeks information on enterprise process intelligence platforms to support the Department's transition from SAP ECC to S/4HANA and to serve as a permanent capability for ongoing process governance. The platform shall enable the Department to: (1) discover and document current-state ECC business processes through transaction-log-based process mining or automated process discovery; (2) design, govern, and publish target-state S/4HANA processes using standards-based process modeling (BPMN 2.0); (3) validate post-cutover system behavior through conformance checking and continuous process monitoring against an established ECC baseline; and (4) support future change management by maintaining an authoritative model of SUNTAX business processes, enabling impact analysis, controlled modification, and re-validation as systems, regulations, and operational requirements evolve. The platform must integrate natively with both SAP ECC and S/4HANA, support deployment consistent with SUNTAX's on-premise Government Cloud posture, and meet applicable State of Florida data residency and security requirements.

6. VENDOR QUESTIONS/INQUIRIES

Written questions/inquiries concerning this RFI will be accepted only if submitted in writing via email to the Department's procurement officer identified in Section 8 and if received on or before the date and time specified in the Calendar of Events (Section 7).

Interested parties shall examine the Department's requirements to determine if they are clearly stated. The Department also wishes to determine if any requirements are restrictive to competition. The party claiming that there is a restrictive requirement should identify and describe the difficulty in meeting the Department's requirements.

Responses to all questions received will be made available, in writing, and posted on the Vendor Information Portal.

7. CALENDAR OF EVENTS

Listed below are the important actions and the dates and times by which the actions must be taken or completed. If the Department finds it necessary to change any of these dates/times, it will be accomplished by addendum and posted on the VIP. All listed times are local time in Tallahassee, Florida.

DATE	TIME	ACTION
06/11/2026		Release of RFI on VIP
06/19/2026	12:00 PM ET	Deadline for submittal of vendor questions and inquiries
07/03/2026	12:00 PM ET	Vendor response due date

8. RFI SUBMISSION

Utilize the **System Requirements and General Questions Matrix** in **Attachment 1** to submit your response. Copies of these are attached and available in Microsoft Excel format by request to the procurement officer identified below. Documentation supporting responses to the services requested in this RFI may be added to the response.

Provide the **Cost Methodology Information** listed in **Attachment 2**.

You may provide suggestions for other functionality and provide input as it relates to the Department's anticipated needs in **Attachment 3 - Additional Information – Industry Trends, Innovations, Products, Services, or Best Practices**.

Vendors should submit their responses to the RFI, along with any additional documentation via email to:

Ed Valla, Procurement Officer
Florida Department of Revenue
Phone: (850) 717-7567
Email: edwin.valla@floridarevenue.com

Include *RFI 25/26-118 SAP S/4HANA Process Intelligence and Business Process* in the subject line of the email.

Vendors may submit a separate redacted copy of their response if the response includes proprietary information. Please review Section 10.1 (Proprietary Information) for requirements and submission information.

9. DEMONSTRATIONS

If demonstrations are requested, they will be scheduled directly with only those vendors who respond affirmatively to the ability to meet the mandatory requirements in **BOLD** text listed in Attachment 1.

Those respondents who are selected for demonstrations will be required to demonstrate how their solution meets the mandatory requirements.

10. DISCLAIMERS

10.1. Proprietary Information

Due regard will be given for the protection of proprietary information contained in all submissions received; however, respondents should be aware that all materials associated with the RFI are subject to the state's open records law, Chapter 119, Florida Statutes.

If a vendor or implementation partner considers any portion of the answers, supporting documents, data or records submitted in response to this RFI to be confidential, proprietary, trade secret or otherwise not subject to disclosure pursuant to Chapter 119, F.S., the Florida Constitution or other authority, such information shall be clearly marked as "CONFIDENTIAL."

The vendor or implementation partner must simultaneously provide the Department with a separate, redacted copy of its response. The redacted response shall:

- (i) Be provided in an electronic format (preferably PDF.)
- (ii) Briefly describe, in writing, the grounds for claiming each exemption from public records law, including the specific statutory citation for such exemption.
- (iii) Only exclude, obliterate, or redact those exact portions which are claimed confidential, proprietary, trade secret, or otherwise exempt.

The non-redacted response will be distributed, as determined necessary and appropriate by the Department, for the purposes of evaluation.

An entire page or paragraph in which such information appears should not be marked confidential unless the entire page or paragraph consists of such confidential information. Vendors are to indicate where confidential information begins and ends.

Vendor and implementation partners shall protect, defend, and indemnify the State for any and all claims arising from or relating to the vendor's determination that the redacted portions of its RFI are confidential, proprietary, trade secret, or otherwise not subject to disclosure.

If the vendor fails to submit a redacted copy of its response to the RFI, vendor agrees that the Department is authorized to produce the entire set of documents, data or records submitted by the vendor in answer to a public records request for these records.

Copyrighted material will be accepted as part of the RFI only if accompanied by a waiver that will allow the Department to make paper and electronic copies necessary for the use of Department staff, agents, and public record requests.

10.2. RFI – Planning Purposes Only

The Department is requesting submissions in response to this RFI for informational and planning purposes only and is not obligated in any way to use any of the information received. This RFI process is intended to help the Department research a variety of available services so the Department may determine the best strategy for the State. Submissions received in response to this RFI will be used to determine whether a formal solicitation should be issued. The Department reserves the right to use the information gathered through the RFI process to develop a scope of services which may be incorporated into a solicitation using a statutorily approved method of procurement.

Responses to an RFI are not offers and shall not be accepted by the Department to form a binding contract. Further, the Department is not seeking proposals at this time and will not accept unsolicited proposals. Responding to this RFI will not enhance any respondent's chances of receiving future work from the State. Similarly, not responding to this RFI will not be a detriment to any respondent when competing for future work. This RFI should not be considered an opportunity to market to the Department or to any entity of the State of Florida. Respondents are solely responsible for all expenses associated with responding to this RFI.

All RFI submissions become the property of the State of Florida. The Department will not be providing feedback regarding the quality or suitability of the respondent's submission to any subsequent solicitations. The Department may, however, contact individual respondents for clarification of information contained in the submission.

ATTACHMENT 1

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**SAP S/4HANA Process Intelligence and Business Process
Management Platform**

SYSTEM REQUIREMENTS AND GENERAL QUESTIONS MATRIX

RFI # 25/26-118

I. System Requirements Matrix

Respondents to this RFI will use the table below to indicate if their solution can or cannot meet the specific requirements listed by marking an "X" in the appropriate box. Note that requirements indicated by **BOLD** text are mandatory. The Department might not consider respondents that are unable to meet these mandatory requirements for a product demonstration.

SYSTEM REQUIREMENTS MATRIX				
General Requirements				
#	Requirement	Can meet	Cannot meet	
1.0	Designed for a broad range of users, offering an intuitive interface suitable for beginners, while also providing deep, technical functionalities for advanced process analysts. Its skill level requirement should be considered business process management for all, allowing users of varying expertise to collaborate, model, and analyze business processes.			
1.1	The vendor shall provide hands on training for implementation, administration, and operational support staff .			
1.2	The vendor shall provide administrator and end-user training materials, including documentation for future Department use.			
1.3	The platform shall provide configurable dashboards, analytics, and reporting capabilities.			

Implementation/Project Management Requirements				
#	Requirement	Can meet	Cannot meet	
2.0	Migration involves consolidating both ECC and CRM into a single platform. The tool should provide a holistic view of these diverse, fragmented, and			

	sometimes unknown processes, reducing the risk of project failures.		
2.1	The platform shall provide a holistic view of end-to-end business processes across multiple SAP environments and integrated systems.		
2.2	The platform shall support identification of fragmented, duplicate, manual, or undocumented business processes.		

System Technical Requirements

#	Requirement	Can meet with current configuration	Can meet with custom programing	Cannot meet
3.0	Provide simulation tools to test changes before they go live, to mitigate the risk of operational disruptions during business transformations.			
3.1	The platform shall support API-based integrations with external systems and platforms.			
3.2	The platform shall support encryption of data in transit and at rest.			

System Functional Requirements

#	Requirement	Can meet with current configuration	Can meet with custom programing	Cannot meet
4.0	A tool is needed to document "as-is" system processes and help identify inefficiencies to ensure they are not carried over to the new system.			
4.1	The tool should provide a fit-gap analysis, comparing current "as-is" processes against SAP Best Practices to determine where standard S/4HANA processes can replace custom legacy ones.			
4.2	The platform shall support automated process discovery and process mining from SAP transactional data.			
4.3	The platform shall identify process inefficiencies, bottlenecks, rework loops, and process variants.			
4.4	The platform shall support version control and lifecycle management for process models and documentation.			

System Functional Requirements				
#	Requirement	Can meet with current configuration	Can meet with custom programing	Cannot meet
4.5	The platform shall support process approval workflows and governance controls.			
4.6	The platform shall support collaboration, commenting, and shared review of process artifacts.			

System Non-Functional Requirements				
#	Requirement	Can meet with current configuration	Can meet with custom programing	Cannot meet
5.0	The platform shall support configurable retention periods for process and audit data.			
5.1	The platform shall support accessibility standards.			

SYSTEM ADMINISTRATOR/ADMINISTRATIVE REQUIREMENTS				
#	Requirement	Can meet with current configuration	Can meet with custom programing	Cannot meet
6.0	Reduce operational inefficiencies by modeling, analyzing, and optimizing processes, organizations reduce repetitive work, eliminate bottlenecks, and enhance performance.			
6.1	Provide a holistic view of operations, mapping unofficial workarounds and identifying dependencies to ensure consistent operations.			

SYSTEM SECURITY AND COMPLIANCE REQUIREMENTS				
#	Requirement	Can meet with current configuration	Can meet with custom programing	Cannot meet
7.0	Support internal controls			
7.1	Provide tools for monitoring and identifying regulatory gaps and provide for automating controls.			
7.2	The platform shall support configurable compliance monitoring and reporting capabilities.			

OTHER REQUIREMENTS				
#	Requirement	Can meet with current configuration	Can meet with custom programing	Cannot meet
8.0	Provides live technical support/helpdesk services			
8.1	The vendor shall provide documentation regarding software updates, maintenance schedules, and upgrade practices.			
8.2	The vendor shall describe licensing models, deployment options, and subscription structures.			

II. General Questions Matrix

Respondents to this RFI shall utilize the table below to answer the Department's questions.

DEPARTMENT QUESTIONS MATRIX		
Vendor Profile Questions		
#	Department Question	Vendor Response
1.0	Will you be able to provide a system to run a true Proof of Value test with department information?	
2.0	Will the Proof of Value allow for a minimum of 30 days of hands on evaluation of tool?	

System Technical Questions		
#	Department Question	Vendor Response

System Functional Questions		
#	Department Question	Vendor Response

System Non-Functional Questions		
#	Department Question	Vendor Response

System Administrative Questions		
#	Department Question	Vendor Response

System Security and Compliance Questions		
#	Department Question	Vendor Response

Other Questions		
#	Department Question	Vendor Response

ATTACHMENT 2
State of Florida
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Process Management Platform**

COST METHODOLOGY INFORMATION

1. **Please provide cost methodology for fees. Do not provide actual cost or pricing information.**
 - a. Describe cost structure for a vendor-hosted system (for example, flat-rate subscription or other available options.)
 - b. Describe what services and/or features are included with each plan or package if service features and/or options are tiered.
 - c. If you have provided similar products and/or services to other organizations with the same or similar requirements as specified in this RFI, please provide the cost for those products and/or services.
2. What additional information and/or features should the Department consider when evaluating costs related to this system and implementation?

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ATTACHMENT 3
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**Additional Information – Industry Trends, Innovations,
Products, Services, or Best Practices**

Provide information on any industry trends, innovations, services, best practices, or suggestions for other functionality that you feel may be of interest to the Department in meeting its stated objectives.

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