

**OPENTEXT (CLM - LIVELINK)
SUPPORT AND MAINTENANCE**



**GOVERNANCE AND DELIVERABLE MANAGEMENT
ANNEXURE E**

Demonstrate the company's ability to comply with the requirements as stated in the following elements linked to the paragraphs of the Terms of Reference and include demonstrable track record to that effect.

10. GOVERNANCE AND DELIVERABLE MANAGEMENT

Deliverable management will form an essential function in this project / services contract, ensuring that several streams of concurrent work packages within multiple stages are managed correctly and that all objectives and deliverables in the solution expansion component or the support and maintenance component are achieved. Critical to deliverable management is the correct supporting communication structure. The Bidder must provide a framework on how the above requirement will be met. - **Paragraph 10**

Remarks:

The Bidder must provide an inventory of products and sample artefacts that will be delivered as part of the Governance and deliverable management presented above (17.1). – **Paragraph 10**

Remarks:

Bidder must elaborate how the costs of the proposed governance model are factored into the support and maintenance and solution / capability proposed and the expansion components (work packages) of this bid. **Paragraph 10**

Remarks:

The successful Bidder must work with the existing SASSA Service Desk in terms of receiving logged incidents, responding to those, updating those, resolving those, and reporting on those. The Bidder must elaborate on how they will operationalize this requirement and how the proposed governance model supports this requirement – **Paragraph 10**

Remarks:

Critical for the bidder to note is how they position this requirement and demonstrate its capability to assist SASSA in achieving its objective. This effort in most instances will influence the project component of this bid. This will include:

- 17.3.1. Showing initiative
- 17.3.2. Taking ownership
- 17.3.3. Solving problems
- 17.3.4. Fostering innovation
- 17.3.5. Demonstrating “value for money”.

– **Paragraph 10**

Remarks: