

**OPENTEXT (CLM - LIVELINK)
SUPPORT AND MAINTENANCE
Solution Proposal
ANNEXURE B**



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.

6. OVERVIEW OF SERVICE REQUIREMENTS
6.4. The bidder must confirm their understanding of the required scope of services and their competency and the methodology framework to deliver on the requirements of paragraph 6.5– Paragraph 6.4, 6.5
Remarks:
7. SERVICE DEFINITION AND DELIVERY REQUIREMENTS
7.1. Solution Architecture Services
The bidder must confirm their understanding of the required solution architecture service, the approach and methodology framework that will be adopted. The bidder must elaborate how this service will benefit the overall project. Paragraph 7.1
Remarks:
7.2. Programme and Project Management services (Solution Enhancements)
The bidder must confirm their understanding of the required Programme and Project Management Services the approach and methodology framework and the bidder's competency. The bidder must elaborate on the following:
<ol style="list-style-type: none"> 1. Development of the Annual Programme Plan of projects 2. Project initiation 3. Allocation of resources 4. Project definition and execution 5. Project costing 6. Quality assurance 7. Project performance 8. Milestone billing 9. Transitioning 10. Project closure
Overall indicate how this service will ensure delivery of the agreed project milestones. benefit the overall delivery of services. Paragraph 7.2 – 7.5
Remarks:
8. SUPPORT AND MAINTENANCE SERVICES
The bidder must confirm their understanding of the required scope of services and their competency and the methodology framework to deliver on the requirements for support and maintenance. The bidder must elaborate on how the following outcomes will be achieved:
<ol style="list-style-type: none"> 1. Optimum performance of the solutions in production 2. Adherence and compliance to agreed service availability requirements 3. Disaster recovery 4. Management of and the fulfillment of service requests. 5. Management and implementation of technical fixes and enhancements. 6. Allocation and costing of resources for solution enhancements.
8.4. Paragraph 8.

6. OVERVIEW OF SERVICE REQUIREMENTS

6.4. The bidder must confirm their understanding of the required scope of services and their competency and the methodology framework to deliver on the requirements of paragraph 6 .5– **Paragraph 6.4, 6.5**

9. ONGOING TRAINING OF SASSA STAFF

9.1. The bidder must propose a training model that will support the adoption and use of solutions that be implemented. **Paragraph 9**

Remarks: