

**OPENTEXT (CLM - LIVELINK)
SUPPORT AND MAINTENANCE
Resource Proposal
ANNEXURE D (D1, D2& D3)**



11. RESOURCE REQUIREMENTS

- 11.1. The bidder is required provide the following resources with skills aligned to the roles and responsibilities listed below:
- 11.2. The bidder may, if deemed necessary, to include additional resources to the baseline to ensure the service requirements listed in the terms of Reference will be realised. These resources will form part of the proposed bidder's baseline for resources.
- 11.3. Table of resources are listed below:

	Resource Type	Quantity	Key Roles and Responsibilities
11.3.1.	Solution Architect	1	<ol style="list-style-type: none">1. Audit and Document the current AS-IS architecture of the solution that is currently been implemented.2. Identify areas of improvements and optimization in the solution offering.3. Guide the resolving of technical problems4. Ensure new solutions and enhancements are aligned to the approved architecture5. Maintain the architectures to remain relevant to support SASSA's automation Agenda and communicate the impact of emerging technologies and any changes to the current technology footprint.
11.3.2.	Technical Analyst (ArchiMate modeling specialist)/ documentation specialist	2	<ol style="list-style-type: none">1. Develop and document the detailed architecture models for the solutions2. Provide the detailed narrative of the models3. Be the custodian of the contract library and maintain the inventory and history of project and architecture Documentation.
11.3.3.	Senior Business Analyst	3	<ol style="list-style-type: none">1. Develop and in-depth understanding of SASSA's business and operational model.2. Propose initiatives to support SASSA's automation agenda3. Develop and manage the lifecycle of business requirements that support the proposed initiatives4. Identify operational and technology risks5. Oversee the quality of the detailed functional specifications and the associated test plans.

			<ol style="list-style-type: none"> 6. Assume overall responsibility of the functionality delivered by the solution. 7. Address deficiencies and identity improvements to the solution.
11.3.4.	Functional Application or Product Specialists	6	<ol style="list-style-type: none"> 1. Provide 2nd line functional support to users for solutions in production. 2. Document application change requests and the test plans. 3. Confirm the accuracy and robustness of the functional specifications and test plans. 4. Testing of application change requests for completeness, and alignment to specification. 5. Facilitate Beta testing and User Acceptance Testing of major enhancement and new solutions with SASSA officials Changes 6. Assist the development team with alpha testing of new solutions and enhancements 7. Maintain solution documentation such that is remains current and relevant to the production systems. 8. Proactive monitoring of the solutions in production to prevent downtime and ensure usability downtime. 9. Propose functional enhancements to the production solutions.
11.3.5.	Senior Developer	4	<ol style="list-style-type: none"> 1. Develop, configure and maintain the various AppWorks workflows 2. Develop, enhance the workflow front end Angular Screens 3. Develop, configure and maintain the integration interfaces. (API's, REST, FTP, EMAIL, SMS, SOCPEN, TCVISION) 4. Develop, configure and maintain the Portal, mobile application, 5. Develop, configure and maintain the custom built Beneficiary Records Management system
11.3.6.	Liquid office specialist	2	<ol style="list-style-type: none"> 1. Configure, develop and maintain various e-forms and workflows
11.3.7.	Senior Content Server Administrators	2	<ol style="list-style-type: none"> 1. Configure, develop and maintain various content server, AppWorks and LiquidOffice environments
11.3.8.	Certified Oracle Database Administrator and Unix Administrator	2	<ol style="list-style-type: none"> 1. Routine database and operating system management (patching, security updates etc) 2. User management and reporting 3. Configure, develop and maintain various Oracle database instances in the various environment. 4. Backup and Restore of the various database instances

			5. Ensure uptime, integrity and optimum performance of the database instances.
11.3.9.	KOFAX product specialist	3	6. Configure, develop and maintain various KOFAX projects in the various environments
11.3.10.	Senior Project Manager	1	<ol style="list-style-type: none"> 1. Will be the main interface with SASSA and the services delivery team and take overall responsibility in ensuring the successful delivery of a projects and services and heads the governance and deliverable function. 2. Develop required project documents 3. Identify dependencies on the client side and escalate resolution of non-performance. 4. Identify and Manage risks in delivering of projects 5. Allocate and coordinate the effort of the technical resources in delivering projects and concluding projects. 6. Ensure the projects meet the required quality criteria 7. Manage the transition of solutions to operations. 8. Report of the performance of the projects and ensure sign off on delivery. 9. Raise invoices as per the agreed billing milestones
11.3.11.	Project coordinator / Administrator/Librarian/Audit Manager	2	<ol style="list-style-type: none"> 1. Supports the project manager in the execution of project tasks and deliverables 2. Provides the overall administrative support for the projects 3. Ensure and follow-up on service requests 4. Facilitates and follows up on tasks 5. Maintain a library of all project and contract documentation 6. Provides a secretariat function for the project. 7. Provides a coordination function for the project.
11.3.12.	Operations / Service Manager	1	<ol style="list-style-type: none"> 8. Manage the lifecycle of logged call and service requests to completion. 9. Manage the life cycle of change requests to completion. 10. Manage the availability and failover of the solutions 11. Manage the backup and recovery process. 12. Manage the user access management process 13. provide the compliance audit and service levels reports.

1. RESOURCE COMPETENCY PROFILE: Annexure D-1

The bidder to provide an overview and detail the competency of the full-time resources that will ensure that the required services outcomes will be achieved in the listed technologies below:

1. CoBIT, ITIL and Prince 2 or related project management framework
2. Liquid Office:
3. AppWorks
4. CLM Livelink Suite 16;
5. KoFax product specialist
6. Web Reports and I-Hub
7. Oracle Database
8. Syntergy
9. Oracle ADF
10. Oracle Stored Procedures
11. HTML
12. Angular JS and Angular 4
13. Java, .Net, C# – Paragraph 10

Remarks:

2. RESOURCE SCHEDULE

Provide a schedule of resources that will be availed to the contract with the following information:
Annexure D-2

Use the following guide when developing the schedule:

Role as per the requirements schedule
Provide the Name of the resource
List the number of years' experience in the role of the resource to fulfill the role and the appropriate certifications with the OEM.
Rate the level of competence from 1 to 5. Use the following competency rating in responding: 1 – appointable needs training 2 – meets the requirements to fulfil the role 3 – Effective consistently achieves expected performance level 4 – Highly effective consistently achieves and often exceeds expected performance level 5 – significantly and consistently achieves expected performance level
Overall assessment of the resource for the allocated role. 1. Key appropriate skills for the role 2. Self-reliant, require little or no supervision 3. Have sufficient skills to perform the function, but will require supervision. 4. Suited for the position but is in training, guided and supervised by a senior resource, 5. Skill gap and the training intervention

Remarks:

3. CVs OF CRITICAL RESOURCES Provide a detailed CV of the following resources. – Annexure D-3
3.1. CV's of the following resources are required: 3.1.1. Project Manager 3.1.2. Operations / Service Delivery Manager 3.1.3. Lead Architect 3.1.4. Technical Analyst 3.1.5. Senior Business Analysts 3.2. Provide a portfolio of evidence of the resource
Remarks:

RESPONSE TEMPLATES AS PER ABOVE

1. Annexure D-1 Resource Competency Profile (Refer to 1.1 above)

TECHNOLOGY	NUMBER OF RESOURCE/S	TOTAL NUMBER OF YEARS EXPERIENCE
1. CoBIT, ITIL and Prince 2 or related project management framework		
2. Liquid Office:		
3. AppWorks		
4. CLM Livelink Suite 16;		
5. KoFax product specialist		
6. Web Reports and I-Hub		
7. Oracle Database		
8. Syntergy		
9. Oracle ADF		
10. Oracle Stored Procedures		
11. HTML		
12. Angular JS and Angular 4		
13. Java, .Net		

Annexure D-2 Resource Schedule (Refer to 1.2 above)

Role	Name of resource	Number of years' experience	List of projects and the role in the project	List the technical abilities	Overall Level of competence from 1 to 5.	Overall assessment of the resource for the allocated role.

Annexure D-3 Attach Resource CV's (Refer to 1.3 above)

1. Project Manager-
2. Operations / Service Delivery Manager
3. Lead Architect
4. Technical Analyst
5. Senior Business Analysts