

## **PROPOSED ENGAGEMENT AND GOVERNANCE MODEL**

Purchase/contract through SITA for Software license, Maintenance, Support and Professional Services:

**The agreed engagement and compliance model will go through the following steps:**

1. Government Department or Organ of State will work with SITA Customer Relationship Manager (CRM) to draft their requirements.
2. Government Department obtains necessary approvals and submits required documentation to SITA Customer Relationship Manager (CRM), i.e. Business case, bill of material and approval of brand specific motivation.
3. SITA Customer Relationship Manager (CRM) logs the call with BAS (Business Assessment Service);
4. BAS assesses documentation and submit to Demand Management (DM).
5. Demand Management submits to Acquisition Management (AM).
6. Acquisition Management follow Supply Chain Management (SCM) process.
7. SCM requests a quote from OpenText accredited partners, who will quote for items on the tasking letter and/or Bill of Material (BOM);
8. The OpenText accredited partners send the quotes to SCM- Acquisition Management
9. SCM – Acquisition Management validates the quote as per the Framework Agreement agreed discount structure.
10. SCM – Acquisition Management obtains approval from Bid Adjudication Committee.
11. Award Contract/Purchase Order (PO) to OpenText partners.
12. OpenText accredited partners will deliver required goods and services to the client.
13. OpenText accredited partners will invoice accordingly and return invoice to SITA or customer entity after which payment will be affected.