

YOUR LOGO HERE
[INSERT SERVICE TYPE]
as a Service proposal

For the delivery of managed [INSERT SERVICE TYPE] resources to client

[INSERT DATE]

Table Of Contents

1. Delivery Of Services	2
1.1. Engagement Process	2
1.2. Integrating With Software Development Infrastructure, Tools And Teams	3
2. Contracting	3
1.1. Deliverables For The Managed Service	3
1.2. Contracting	3
1.3. Managed Service Costs - Cost Recovery	4
3. Terms	4
4. Proposal Acceptance	5

1 Delivery of services

1.1 Engagement process

The [INSERT PROGRAMME NAME] engagement model follows the following process:

Step 1: Partner's specification and onboarding

(The activities included in this are more detailed in Annexure A)

A clear [INSERT SERVICE] delivery process is to be agreed between the [INSERT PROGRAMME NAME] and THE CLIENT. This phase includes defining everything required for the managed service delivery to be carried out for the duration of the agreed and contracted period. The outputs of this process are:

- Infrastructure, Tools and Processes to be defined and agreed on
- Candidate training and development packs to align to THE CLIENT's development process
- THE CLIENT and [INSERT PROGRAMME NAME] teams identified for collaborative delivery

Step 2: Sourcing, matching and training of the software development candidates

THE CLIENT will provide the necessary software development requirements, tooling and/or process-specific training and content to ensure that the candidates in the [INSERT PROGRAMME NAME] have the necessary tooling and training to execute against the agreed scope or the Service Level Agreement. This will be executed in the 8-week ramp-up or onboarding process by the [INSERT PROGRAMME NAME] management team and in consultation with the client teams.

Step 3: Fully managed remote [insert service name] as a service

All deliverables will be managed by the [INSERT PROGRAMME NAME] Management Team and agreed with THE CLIENT over the full period of the contract. Candidate deliverables may fall into one of the following workflows

- Software development tasks, backlog or development packs will follow a traditional Agile process where work is delivered in sprints. A discovery (sprint planning) will be completed before the commencement of each subsequent sprint.
- Software support services such as troubleshooting, bug finding, call logging or any other application support will be delivered on an ad-hoc basis or as required within an acceptable time period or deadline.

All work is to be delivered and executed by the candidates under the guidance of the [INSERT RELEVANT TEAM LEADER TITLE] in the [INSERT PROGRAMME NAME]. All work will be executed from the [INSERT PROGRAMME NAME] premises at [INSERT ADDRESS].

1.2 Integrating with client infrastructure, tools and teams

The candidates are sourced and prepared from within our technical partner skills development academies. The academies we work with are aligned with current best practice market-driven delivery tooling and processes. THE CLIENT will provide the following to the candidates on the project:

- Access to the relevant web applications and systems;
- A device to carry out the services where applicable;
- All software development process and training material and training where possible;
- All development tasks / packs required and the agreed upon delivery process;
- Access to software development tools and systems to carry out the services;
- Access to a THE CLIENT mentor for guidance and support.

2 Contracting

2.1 Deliverables for the managed service

All agreed deliverables will be defined in the Implementation Agreement. Drafting of which will commence upon approval of the proposal document. This will govern the output, quality and delivery of the services by [INSERT PROGRAMME NAME] to THE CLIENT for the duration of the contract period.

The following PODs and high-level competencies are proposed:

Managed Service	Competencies	POD Numbers
[INSERT SERVICE NAME]	<ul style="list-style-type: none"> ○ Knowledge of basic coding languages in frontend and backend technologies ○ Basic programming experience ○ Ability to learn new software and technologies ○ Ability to follow instructions and work in a team environment ○ Detail orientated ○ Good communication skills 	1 (5 People)

2.2 Contracting

Contracting period: 12 months

Due to the investment in skills development, onboarding and management layers, [INSERT PROGRAMME NAME'S] per seat pricing as a fully managed not for profit-service provider, requires the stability of defined contract periods and cashflow to ensure smooth iterative improvements in the delivery output of the managed service. The contracting period will be for 12 months at the agreed rate per seat confirmed below.

Contracting entity

[INSERT PROGRAMME NAME] is an entity within [INSERT COMPANY NAME] which will be the contracting entity for delivery and the Implementation Agreement.

2.3 Managed service costs

The costs below include all components of running a fully managed augmented service in the form of a service delivery team into your environment. The cost per seat is on a **cost recovery basis** as described in the previous section. Total cost breakdown includes:

- Candidate salaries
- Management and execution function – fully managed service with SLA
- Device, Infrastructure, connectivity and any overheads to carry out delivery
- This excludes: any client specific systems, platforms, licenses that may be required within the client’s environment

The following are proposed to deliver the services to be agreed:

Managed Service POD	Number of Candidates	Cost per seat	Total cost per month
[INSERT SERVICE NAME]	INSERT NUMBER	INSERT COST PER SEAT	INSERT COST PER MONTH

THE CLIENT will have first right to employ the candidates in its delivery pod after the 12 month contract is up.

3 Terms

- Total cost is VAT exclusive
- CPI increase to be used as the basis for annual increases where applicable
- No travel or subsistence costs are included
- All Cloud prices may be subject to change on ZAR/USD rate.
- Acceptance of the proposal will trigger the contracting phase for the Implementation Agreement.

4 Proposal acceptance

For: INSERT COMPANY NAME

For: THE CLIENT

Name and Surname

Name and Surname

Date:

Date:

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Annexure A

CLIENT SPECIFICATION AND ONBOARDING DETAIL:

	DISCOVERY	DESIGN AND SETUP	GO-LIVE
Activities	<p>Scoping session with THE CLIENT including:</p> <ul style="list-style-type: none"> • Development process deep dive • Bugs process • Escalation process • Status changes • Tech and tooling deep dive • Security session and deep dive • Product specific training and simulation • Performance, KPI and measurement of success criteria 	<p>Definition of the THE CLIENT</p> <ul style="list-style-type: none"> • [INSERT PROGRAMME NAME] execution process • Setup and test environments, security protocols, tooling • Preparation of candidates on tooling and process including product and Client specific onboarding • Setup and prepare reporting and measurement metrics 	<ul style="list-style-type: none"> • Receive production packs • Grooming and writing of production code • Continuous monitoring, reporting and measuring success
Checklist and Actions Required from THE CLIENT	<ul style="list-style-type: none"> • Usernames, credentials required for all systems • Training material where required • Software development Process maps / docs • FAQ / intranet credentials • NDA and confidentiality to be signed • Access to THE CLIENT's team leads 	<ul style="list-style-type: none"> • Onboarding for software developers • Access to developer teams 	<ul style="list-style-type: none"> • Feedback on executed work • Escalation contact • Feedback on and candidate performance
Deliverables/ Outputs From this period	<ul style="list-style-type: none"> • SOW with scoping document, timelines and expectations • >Role descriptions for client and COE • NDAs 	<ul style="list-style-type: none"> • Signed Implementation Agreement • Signed program plan • Signed off partner's COE work process • Sign off reporting metrics 	<ul style="list-style-type: none"> • Continuous monitoring and reporting

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