

Key personnel will be expected to operate out of a local office, as the exigencies of this project require.

The Service Provider shall also make provision for an Engineer's Representative, who shall be a qualified Engineer/Technologist/Technician, with a verifiable degree or diploma in electronic or electrical engineering from an accredited University or Technicon (University of Technology), with at least five years' verifiable post graduate experience in works monitoring, including a minimum of at least two contracts which have involved installation and/or maintenance of electronic or Intelligent Transport Systems.

Personnel Other than Key Personnel

Tenderers are to note that they should have access to and/or be able to provide access to the resources in this section. The support resources however do not need to form part of the Tenderer's permanent team, do not affect the eligibility criteria and will accordingly not impact any considerations relating to responsiveness. The Employer must however be granted direct access to the resources if required.

Unless otherwise indicated below different individuals must be identified for each of the Support Resources listed below and on SCHEDULE 19: PERSONNEL SCHEDULE (OTHER THAN KEY PERSONNEL). The same person may be identified for up to 2 roles.

- b) Operations Expert: Business process engineer OR senior manager in operation environment with more than 10 years' experience in attending to overseeing day to day operations on a financial operating system processing more than of 50 000 transactions/entries per day across multiple Systems. With experience in establishing and monitoring key stakeholder engagement including vendor management services, vetting and analysing performance targets, operational processes and quality assurance feedback, logistics & warehousing and back-office operations.
- c) Financial Operations Expert: Systems Engineer OR Businesses Analyst with at least 5 years' experience in reviewing, analysing and assessing key performance indicators, financial reports, process and related data on a financial system processing in excess of 50 000 transactions/entries per day across multiple Systems. The financial operations system encompasses all types of transactions processed through the AFC system.
- d) Audit Expert: a Certified Internal Auditor (CIA) holding a B.Com Honours in Internal Auditing with CISA certification, with a minimum 5 years qualification in internal audit and 3 years in a management role in serving on Audit and Risk Committees and Presenting at Audit and Risk Committees.
- e) System Developer: Minimum NQF level 4 qualification with a certificate in software engineering or programming, and 5 years' combined recent experience in programming, designing and testing in any 2 of the following languages: C, C#, PHP, E, C, Ratfor, C shell, C++, AMPL, Objective-C, C*, Perl, Java, S-Lang, SAC, Alef, Limbo, ECMAScript, C--, Ch, eC, Cyclone, LSL, Squirrel, Go, OpenCL C, C0, Swift, AWK, BitC, LPC, Pike, Sed7, Processing, Split-C, Unified Paralel C, Cilk, Chapel, Fortress, Agora, BCPL, B, Nim, Nemerle, Amiga E, Lite-C, Oak, PROMAL, Handel-C, Dart, CINT,Cg, R, Hack, Charm, Claire, Noop, Neko,Axum, Umple, TOM,Telescript, Fantom, or HolyC
- f) Business Analyst/ Business Process Architect: Minimum NQF level 6 qualification in any field and 5 years' combined recent experience in Business analysis business process mapping, data evaluation & analysis and reporting
- g) Business Intelligence Specialist: Minimum NQF level 5 qualification in any Information Technology field and 5 years' combined recent experience in collecting, processing, and analyzing data from various sources, creating reports and visualizations, working with Business Intelligence tools
- h) Technical specialist: Minimum NQF level 6 qualification in any engineering field and 5 years' combined recent experience in Automatic Fare Collection systems.
- i) Project Manager: Minimum NQF level 7 qualification in Business or Project Management (PMP certified) and 5 years' combined recent experience in leading teams responsible for the development, maintenance, operations and analysis of an IT system.
- j) Administrative resource: Minimum NQF level 6 qualification and 2 years' work experience in administration, with basic knowledge of logistics and warehousing.