

## **ANNEXURE B**

### **Category A - Architecture and Design**

The successful bidders will be required to avail resources with proven experience and these includes but not limited to:

#### **Information Management**

- ITIL, TOGAF, COBIT
- Information lifecycle
- Information governance
- Data analytics
- Big Data
- Master Data Management
- Information Capability Framework

#### **IT Architecture**

- TOGAF
- COBIT
- Cloud
- Business Architecture
- Data Architecture
- Applications Architecture
- Technology Architecture
- Security Architecture
- SOA

### **Category B - Data Centre**

The successful bidders will be required to avail resources with proven experience and these includes but not limited to:

#### **Service Support**

- N+,
- Microsoft Office suite
- ITIL foundation
- Trend identification

#### **Service Delivery**

- IT Vendor and contract management
- ITIL (Service Delivery & Support) or ISO 20 000 certified candidates
- Remedy ITSM (BMC) specialist knowledge
- Service Level Agreement management especially OLA
- Crystal report writing and metrics skills

## **Service Management**

- ITIL
- SLA
- OLA
- Remedy
- Contract Management
- Financial Management

## **Integration/Middleware services**

- WebsphereMQ
- Websphere
- IIB
- Eclipse
- AIX
- Linux
- Windows Server
- .Net
- DB2
- SOA

## **Category C – IT Security & Risk Management**

The successful bidders will be required to avail resources with proven experience and these includes but not limited to:

### **Risk Management**

- CISSP certification
- Network Security
- Anti-virus and content scanning software
- Remote and Internet access
- Web servers, IIS
- Firewalls
- Knowledge of authentication methodologies (e.g. Active Directory or RACF) and security attack pathologies
- Technical proficiency in information security related hardware and software
- IT Architecture
- Web/e-commerce security
- Intrusion Detection
- Firewall technology
- PKI, including SSL encryption
- Vulnerability scanning
- Anti-virus and content scanning software
- Remote and Internet access management

## **IT Security**

- IBM ISIM/ISAM
- Microsoft AD
- Symantec
- Fortigate
- QRadar
- Sterling Secure Proxy
- IBM Guardium
- PKI
- APSCAN

## **Information Security**

## **Category D – Systems & Solutions**

The successful bidders will be required to avail resources with proven experience and these includes but not limited to:

### **Analysis & Design**

- Requirements analysis and documentation skills
- Technical specification
- Solution specification and design
- Cost analysis
- Project feasibility report
- Test schedules
- User training
- Root cause and bottleneck analysis skills
- Data and process analysis skills
- Process modelling skills

### **Development**

- SOA Specialisation
- J2E
- Microservices
- Mobile development, iOS, Android, Windows
- BPEL
- .Net/C#
- Python
- R
- SAS
- Microsoft Analytics
- MVC
- Natural
- Javascript/Angular
- HTML5
- Adobe AEM
- ABAP Developer

## Category E – Other ICT Services/ Technical Support

The successful bidders will be required to avail resources with proven experience and these includes but not limited to:

### Application Maintenance & Support

- Natural
- ADABAS
- .Net

### Technical Support

- Network Specialist (LAN/WAN)
- CISCO Router/Switch
- CISCO Prime
- Voice – IP Telephony
- Network Convergence Specialist (Voice / Video / Data)
- TMS
- Microsoft BackOffice products – MOM / SMS / AD / Exchange / Windows Server etc.
- Storage Specialist – SAN & Backup (Tivoli) – Mainframe and Open Systems
- DB2
- SAP Basis
- Call Centre Telephony (Rightfax / Genesys / Symposium / Openvoice)
- SQL
- Linux
- AIX
- Adabas
- Teradata
- Websphere MQ & Integration (Message Broker / ICS / Websphere Portal etc.)
- Mainframe z/OS
- EDI Sterling B2Bi / IBM Datapower
- Riverbed
- Netbotz
- Docker
- VMWARE

### System monitoring & Management

- IBM Composite Application Manager
- IBM Tivoli Netcool Omnibus and Impact
- IBM Tivoli monitoring toolset
- TADDM
- BASH and Pearl scripting
- ITCAM for transactions
- IBM Big Six
- IBM Dash
- Microsoft SCOM
- Microsoft SCCM
- Linux
- AIX
- Windows
- IBM Guardium
- DB2

## **Category F – Server Management**

The successful bidders will be required to avail resources with proven experience and these includes but not limited to:

### **Data warehousing**

- Data Warehouse Developers with the following skills:
- SQL Server Integration Services
- SQL Server Reporting Services
- SQL Server Analysis Services
- Strong T-SQL query writing skills
- C# Development
- Knowledge/basic experience with NoSQL technologies
- Experience with ETL development
- Knowledge and experience with other database technologies (DB2/Adabas)

### **Database Services**

- Database administration experience required in the following areas (separate DBA skills per technology area):
- Microsoft SQL Server (2008R2 through to current)
  - a. SQL Server database administration
  - b. Clustered and Always On technologies
  - c. Large volume database administration
  - d. SQL Server data partitioning
  - e. SQL Server replication
- DB2
  - a. Core DB2 administration
  - b. HADR
  - c. DB2 data partitioning
  - d. Large volume database administration
  - e. DB2 replication technologies
- Adabas - Strong experience in Natural/Adabas administration
- Large volume database administration

### **Business Process Management**

- BPMN 2.0
- IBM Process Centre and Server
- IBM Organisational Decision Manager/Server
- Business Process Modeller

### **Application Servers Administration**

- IBM WAS
- IBM WebSphere Process Server
- Microsoft .Net/IIS
- Netweaver
- IBM Extreme Scale

## **Category G – IT Strategy**

The successful bidders will be required to avail resources with proven experience and these includes but not limited to:

### **IT Strategy**

- International and national industry leading ICT advisory services

## **Category H – ICT Programs**

The successful bidders will be required to avail resources with proven experience and these includes but not limited to:

### **ICT Infrastructure Services**

- ICT Capable project management

### **Project Management**

- COBIT 5
- PMBOK 5

## **Category I – SAP Business Partner**