

ANNEX 1A-8

PROJECT ORGANISATION AND ASSUMPTIONS

1 PROJECT ORGANISATION

1.1 Account Servicing Team (AST) Structure

Specify composition of project team in the form of an organisation chart, showing reporting structure and the relationship to third party vendors or sub-Tenderers, where applicable.

1.1.1 The AST must comprise at least one proposed team member for each of the following roles:

- (a) Account Director/Manager
Preferably 10 years' experience or more
- (b) Project Director/Manager
Provides overall delivery leadership, governance, and accountability to keep scope, schedule, cost, quality, risks, and stakeholders aligned with agreed outcomes.
Preferably ≥ 10 years' experience or more
- (c) Solution/Technical Architect
Owns the end-to-end solution architecture, ensuring the design meets functional, technical, security, integration, scalability, and operational requirements.
Preferably ≥ 10 years' experience or more
- (d) Development Lead
Leads system build and configuration, ensuring approved requirements and designs are implemented with quality, consistency, and deployment readiness.
Preferably ≥ 10 years' experience or more
- (e) Data Migration Lead
Plans and controls secure, accurate, and complete data migration, with business validation, reconciliation, and go-live readiness.
Preferably ≥ 5 years' experience or more

- (f) Business Analyst/Functional Lead
Defines and manages business and functional requirements, ensuring the solution reflects user needs, operating processes, controls, and acceptance criteria.
Preferably ≥ 5 years' experience or more
- (g) Security/Compliance Lead
Ensures the solution meets security, privacy, compliance, audit, and risk requirements across design, build, testing, and operations.
Preferably ≥ 5 years' experience or more
- (h) UX Designer
Ensures the solution is intuitive, accessible, efficient, and aligned with key user journeys across internal and external users.
Preferably ≥ 5 years' experience or more
- (i) Integration Lead
Leads secure and reliable interfaces across internal and external systems, ensuring data flow, monitoring, error handling, and reconciliation are well controlled.
Preferably ≥ 5 years' experience or more
- (j) Test/QA Lead
Owns test strategy and quality assurance, ensuring the solution is validated against requirements, standards, business processes, and release criteria.
Preferably ≥ 5 years' experience or more
- (k) Training/Change Lead
Prepares users, administrators, and support teams for adoption through readiness planning, communications, training, and post-go-live reinforcement.
Preferably 5 years' experience or more
- (l) Service Delivery Manager
Governs transition into steady-state service, ensuring service levels, support arrangements, responsibilities, reporting, and supplier obligations are clear and measurable.
Preferably ≥ 10 years' experience or more
- (m) Ops/Support/Maintenance Lead

Owns post-go-live support and maintenance, ensuring the solution remains stable, secure, supportable, monitored, and continuously improved.

Preferably ≥ 5 years' experience or more

(n) Developer

Preferably 5 years' experience or more

1.2 Roles and Responsibilities

Specify the roles and responsibilities of the project team members. Include a comprehensive resume of the team members who will be assigned to the project.