	<p style="text-align: center;"><b>Group IT Scope of Work</b></p> <p>License fees, maintenance subscription and professional services</p>
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## Background

**S.W.I.F.T** (Society for Worldwide Funds Telecommunications) is a co-operative that was formed to assist the banks to communicate with one another. The purpose of the co-operative was to standardise message formats, reduce costs; improve efficiency and security. The SWIFT co-operative is a society owned by its members and is a non-profit organisation.

Eskom has been a **SWIFT** member since 2001 when corporates were allowed to join and pay membership fees. Subsequently, Eskom was allocated the unique international bank identifier code by **SWIFT**. The solution makes extensive use of FIN messages to send all Treasury Transactions which include deals, confirmations, payments to local and foreign banks, payments to foreign suppliers, all messages for local money market and debt issuer messages (Top-ups, Buybacks and Coupon Corporate actions). All loans and bonds payments are also sent using SWIFT FIN messages. Treasury users also further verify and authorise their trades by making use of SWIFT ALLIANCE which is located at the Bureau services site

The enterprise-wide payments for salaries and local suppliers are sent to SWIFT via FILEACT from SAP.

The current vendor provides the following services to Eskom:

SWIFT Alliance,  
Relationship Management Application,  
FILEACT,  
Data Exchange  
Bureau Service fee  
Bureau subscription,  
SARS Gateway and  
NedFleet Trading partner

The Group IT's intention is to go out on an open tender to secure the SWIFT service to ensure that there is competitive bidding. The contract period will be for five years.

## Motivation of the request/ Business benefits

Eskom Treasury processes more than R140 Billion per month and this excludes SAP payments for salaries and vendors.

Eskom business require the services to facilitate communication with the Banks and financial institutions.


Without the services, Eskom Treasury would not be able to trade in the local money market, not being able to send confirmations to the banks and unable to communicate with STRATE relating to bond coupon payments and issues.

Eskom would also not be able to send enterprise-wide payments for suppliers and salaries.

The service ensures that Eskom complies with statutory requirements and SWIFT standard of providing secure messaging system for financial transactions between participating banks or institutions.


## System lifecycle consideration

N/A

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## Scope of work / Business requirements

- SWIFT Alliance
  - To verify and approve the payment instructions.
  - 5 concurrent licences (max users 10) required for SWIFT ALLIANCE.
- File Act – SWIFT Access Gateway used by SAP
  - To send batch payment files to the banks.
  - Audit trails and responses received from the banks to be routed back to Eskom.
- Swift FIN
  - Swift FIN Messages are used to send Payment Messages, Deal Messages and confirmations and receiving Statements, Debit and Credit advice etc. It is not necessary to list all the message types we receive as there should not be any restriction on messages that need to be sent or received. These messages are sent during the day. Currently Eskom Treasury sends and receives approximately 700 messages per day.
- Routing of Messages
  - Route input and output messages to specific queues on Eskom and Bureau site.
- RMA (Relationship Management Application)
  - Eskom requires this application to setup relationships with new Banks
- Business Continuity
  - Eskom requires provision to be made for redundancy and business continuity in case of primary link failure
- Disaster Recovery Site
  - The Bureau must have an alternate site to be used in case the production site is down
- Test Site
  - A test site is required to enable Eskom to test new messages
- Uptime
  - Minimum of 98% up time
- Swift Certification
  - The Bureau must be SWIFT certified
- Communication
  - Leased Line
  - Redundant or fail over site-to-site VPN connectivity
  - Connect Direct
- Security
  - Two Phase Authentication
  - Encrypted communication
  - Bureau must comply with recognised security standards
- Indemnity Insurance
  - Eskom needs to be protected from any fraudulent activity on the Bureau side
- Local Presence
  - Vendor must have local presence
- Support –Help Desk
  - The Bureau should man a support and help desk

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## Service Level Agreement(SLA) requirements


Operational hours

SERVICE DESCRIPTION	HOURS
Mondays to Fridays	07:00 to 21:00
Saturdays	07:00 to 16:00
Sundays	07:00 to 21:00

All hours are based on South African time (GMT +02:00).

### **SWIFT Allowable Downtime Window (ADW):**

This is a period during which SWIFT performs scheduled maintenance activities or business continuity and disaster recovery tests. SWIFT services might not be available during these periods. However, the ADW Schedule should be available at [www.swift.com](http://www.swift.com)

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### DOCUMENT ACKNOWLEDGEMENT

*By signing this document, the people listed record their agreement on the contents of this document.*

Information System Support Manager	<b>Name:</b> Tshilidzi Catlyn
	<b>Signature:</b> _____
<b>Date:</b> _____	
Solution Support Manager	<b>Name:</b> Mugeshen Covenden
	<b>Signature:</b> _____
<b>Date:</b> _____	
Senior Advisor Info Systems	<b>Name:</b> Rebecca Shabalala
	<b>Signature:</b> _____
<b>Date:</b> _____	