	TENDER SCOPE OF WORK Group Information Technology	Template Identifier	240-IT042	Rev	1
		Effective Date	April 2023		
		Review Date	April 2028		

Description of Request	Provision of Risk Metrics Data for Treasury Portfolio Assessment
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High level background

For Eskom to pursue financial and operational sustainability, it must be able to meet its financial obligations as they fall due, hence the Eskom Treasury's mandate to ensure that Eskom Group's ongoing liquidity needs are met and that the Group is protected against financial market risk in the cost-effective manner.

The Risk Metrics Data is used to measure, monitor, and report the financial market risk Eskom Group is exposed to. One of the market risk measures used to monitor and report the market risk exposure is **Value at Risk (V@R)**. The Risk Management system used is Quantum and for it to calculate the V@R, it requires Risk Metrics data.

1. Scope of work/Business requirements

1.1. Provide detailed description and volumes of the product/service requested:

- 1 x Risk Metrics Data Subscription License

System/Solution Support

- Telephonic and Online Support

Interface


- Eskom is required to develop an interface between the service provider's database and the Eskom Treasury (Quantum) database.

Maintenance and Support

- Risk Metrics Data Subscription License – to be maintained by the vendor.
- The interface between the service provider data and the Eskom Quantum database will be maintained and supported by the Integration Center of Excellence (CoE).

1.2. Training/Transfer of skills:

Not required.

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2. Service Level Agreement requirements

Support –Help Desk

- Operational hours

SERVICE DESCRIPTION	HOURS
Mondays to Fridays	07:00 to 20:00
Saturdays	07:00 to 16:00
Sundays	07:00 to 16:00

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

- Support hours

SERVICE DESCRIPTION	HOURS
Mondays to Fridays	07:00 to 16:00
Saturdays & Sundays	No on-site support
Public Holidays – Excluding (New Year's Day, Good Friday, Easter Monday, Christmas Day, Boxing Day)	No on-site support

3. Approvals:

End user / requestor:	Name:	Tshilidzi Catlyn
	Designation:	Application Support Manager
	Date:	17 July 2023
	Signature:	
Solution Support Manager	Name:	Mugeshen Covenden
	Designation:	Solution Support Manager
	Date:	17 July 2023
	Signature:	
Senior Manager:	Name:	Varsha Pillay
	Designation:	Senior Manager
	Date:	17th July 2023
	Signature:	