



Managed SWIFT Services			
Technical Evaluation Specification			
Tenderers who do not pass the gatekeepers for technical evaluation scoring will be disqualified and not be evaluated further.			
Gate Keepers Requirements			
Certified SWIFT Service Bureau.		Evidence to be provided: One letter of authorisation and/or compliance certification	
Compliance with SWIFT SIP 2021 release.			
NOTE: failure to submit the above information suppliers will not be evaluated further			
Other Requirements			
Requirement	Max Score	Range Of Scores	Evidence
Support –Help Desk	15		
Time to Respond		<=15 mins = 5%	
Average time to Resolve		<=60 Mins = 5%	
Handling Urgent requirements		<= 30 mins = 5%	
No Of Staff dedicated to this product	20		
# of Developers		< 3 developers = 0%	
		>= 3 developers = 10%	
# of Support staff		< 4 support = 0%	
		>= 4 support 10%	
Number of years Bureau is in operation	20		
		< 2 Years 0%	
		2-3 Years 5%	
		3-5 Years 10%	
		5+ years 20%	
Disaster Recovery Site Type	25	Cold 0%	
		Warm 15%	
		Hot 25%	
Connectivity Backup Line	10		
		No 0%	
		Yes 10%	
Local Offices	10		
		No 0%	
		Yes 10%	
Total		100	
The Minimum Threshold is 75%			
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