

## Appendix 10 - Abbreviations and Definitions

The following would be the applicable Terms, Definitions, and Abbreviated Meanings with respect to this RFP. Bidder is required to read this document suitably.

Abbreviations:

1.	BSS	Bank of South Sudan
2.	ABN	Arbitration
3.	ERP	Enterprise Resource Planning Solution
4.	CC	Cash Credit
5.	CD	Compact Disc
6.	CIF	Customer Information File
7.	OAT	Digital Audio Tape
8.	DPR	Detailed Project Report
9.	EMI	Equated Monthly Installments
10.	EOD	End Of Day
11.	GAD	Gap Analysis Document
12.	GL	General ledger
13.	HO	Head Office
14.	IC	Incidental Charges
15.	IPR	Intellectual Property Rights
16.	KYC	Know Your Customer
17.	OO	Over Draft
18.	PO	Purchase Order

**"ERP Application"** means ALL the computer programs of Enterprise Resource Planning Solution and the proposed Head office modules as mentioned in the scope of this document, including documentation relating thereto, all updates and new releases thereof, which the Selected Vendor licenses or owns and which will be used by the Vendor in performing service obligations and does not include software

licensed by Bank (if any).

**"Intellectual Property Rights"** includes copyrights, patents, trademarks, service marks, design rights (whether registered or unregistered), semiconductor topography rights, trade secrets and all other similar proprietary rights.

**"Response Time"** means the elapsed time for return of the expected data on screen between 2 consecutive and sequential key strokes.

**"Recovery Time Objective (RTO)"** means the time taken to shift the operations from the Data Centre servers to Disaster Recovery Centre servers for resuming the normal banking services at the branch and Head Office.

**"Recovery Point Objective (RPO)"** refers to the recovery of back transaction data in terms of time whenever there is a disruption in operations.

**"Uptime"** means the time duration in which all the technology equipments like servers, routers, switch and all other equipments and applications that are used for providing continuous technology services to the branches for facilitating their day-to-day banking operations remain operational or in a state of readiness.

**End of RFP Document**