

SCHEDULE No. #IO07

Vietnam Prosperity Bank – Kondor+ Implementation (Reference ON146128)

This Schedule Number #IO07 to CONTRACTOR SERVICES AGREEMENT Number #IO07 (the "Agreement") shall become effective upon the date of the latest signature hereto as set out below in the attestation clause (the "Schedule Effective Date")

BETWEEN

Finastra Hong Kong Limited, whose registered address is Suites 604-610, 6th Floor, Everbright Centre, 108 Gloucester Road, Wanchai, Hong Kong ("Finastra");

And

Viking Technology Joint Stock Company, whose registered address is 1002, L10, Thang Long Building, 98 Ngay Nhu Kon Tum, Thanh Xuan District, Hanoi, Vietnam ("Contractor")

(Hereinafter individually referred to as a "Party" and collectively as the "Parties")

- 1) This Schedule is a statement of the Services to be provided by the Contractor to Finastra for the benefit of Vietnam Prosperity Joint-Stock Commercial Bank, whose address is 89 Lang Ha, Lang Ha Ward, Dong Da District, Hanoi, Vietnam ("Client" as referred to in the Agreement or "VP Bank").
- 2) The terms and conditions of the Agreement are deemed incorporated into this Schedule and, together, they shall form an agreement separate from any other in accordance with clause 2.2 of the Agreement.
- 3) This Schedule shall terminate the later of (i) the expiry or termination of the Agreement; or (ii) when Finastra provides written notice that Contractor's obligations under the Agreement and this Schedule have been fulfilled and accepted.
- 4) The Services will be provided on a fixed-price basis and therefore Part 1 of this Schedule is not applicable.
- 5) For the avoidance of doubt where a conflict arises between the terms and conditions of the Agreement and the provisions of this Schedule then the provisions of this Schedule shall take precedence.

IN WITNESS whereof the Parties have by their duly authorised representatives executed this Schedule as at the dates below written.

SIGNED on behalf of FINASTRA and thereby duly authorised:


SIGNATURE
Young, Harmony Hak Man

FULL NAME

POSITION

DATE

13 SEPTEMBER 2018

SIGNED on behalf of the CONTRACTOR and thereby duly authorised:


SIGNATURE
GIÁM ĐỐC
Nguyễn Tuấn Dũng

FULL NAME

POSITION

DATE

SCHEDULE – PART 1

TIME & MATERIAL SERVICES

Not applicable

SCHEDULE – PART 2

FIXED-PRICE SERVICES

The following fixed-price Services have been identified and will be provided by the Contractor in accordance with the Statement of Work or Scope of Work provided or to be provided by Finastra:

The Contractor shall provide Services to Finastra for the benefit of its Client in accordance with the Scope of Work attached to this Schedule as Appendix A and Project Plan attached to this Schedule as Appendix B, which include but not limited to the following:

- Back office configuration based on to-be-accepted business specification;
- Interfaces: end to end implementation of all 3rd party interfaces with support from Finastra where required;
- Reports and Custom windows: end to end implementation of to-be-defined 35 customized reports and custom windows; and
- System engineer / Other technical support: installation and support of the UAT and PROD environment with support from Finastra.

Fixed Price Fees

- **USD150,000.00** (inclusive of charges and taxes)

Travel Cost and Expenses

Travel cost and expenses are included as part of the Fixed Price Fees. The Services under this Schedule will be performed by the Contractor in Hanoi, Vietnam, either on site or off site, where necessary and required.

Enhancement requests

The Parties agree that, where a change/enhancement request is raised by the Client, it shall be considered by the business design authority for approval. If approved, it will be presented to the change control board for agreement and prioritization. Following this, the Parties agree that for requests needed to meet functional requirements agreed between Finastra and the Client as a specific requirement for the Client, then the Client shall bear the cost of this development effort.

Invoicing and Payment

Finastra shall pay the Contractor the Fixed Price Fees in instalments upon completion of each of the project phases as detailed in section A.3 (DELIVERABLES BY PROJECT STAGES) of Appendix A ("Project Phases") according to the following payment plan:

- 25% of the Fixed Price Fees shall be payable on the Schedule Effective Date;
- 10% of the Fixed Price Fees shall be payable upon the completion of the Initiate stage in accordance with the the Project Phases;
- 20% of the Fixed Price Fees shall be payable upon the completion of the Define stage in accordance with the Project Phases;
- 20% of the Fixed Price Fees shall be payable upon the completion of the Build stage in accordance with the Project Phases;
- 25% of the Fixed Price Fees shall be payable upon the completion of the Test, Deploy and Close stages in accordance with the Project Phases.

Invoices shall be due for payment 30 days after receipt of invoices subject to receipt of corresponding payments from the Client by Finastra pursuant to the Services Schedule No. ON146128(S)/#IK73 between Finastra and the Client.

SCHEDULE – PART 3

CLIENT PROVISIONS and PROJECT ASSUMPTIONS

All of the pricing and expenditure assumptions set out in this Schedule are based on the assumption that the following are made available by the Client in the context of the project and produced on either its own authority or by means of third-party suppliers.

Technical facilities

- a) Provision of the entire hardware, operating system and standard software, and other infrastructure, which is necessary for the operation of the overall Client solution.
- b) In addition to the Production Environment a test environment will be made ready by the Client in which the Company and its partners can work.
- c) All interfaces to third-party systems will be provided including documentation.
- d) If applicable, delivery and rendering available of the data on the third party systems for the interfacing to the System Product by the Client or third party suppliers.
- e) Adaptation of the interfaces by third party suppliers (insofar as necessary).
- f) Operating the systems.
- g) Installation of the operating and other system software.
- h) Configuration of the hardware.

Business Provisions

- a) Testing concepts, test cases, test data, and testing activities.
- b) Provision of an internal project manager.
- c) Provision of banking business and technical contacts.
- d) Premises for the project team with corresponding equipment and provision of the necessary resources.
- e) Business preparation and organisation.
- f) Authorisation concepts and realisation.
- g) Cooperation of the concerned Client departments in any System Product implementation.
- h) Participation in the migration concepts and realisation.
- i) Preparation and carrying out of Acceptance.

Software

As Required

SCHEDULE – PART 4

CHANGE CONTROL PROCEDURE ("CCP")

1. Change Requests

A change request may be raised during the term of this Schedule where either Finastra or Contractor sees the need for a change to the Schedule, the Specifications, project plan, and/or any other document describing the Services and System Product to be provided ("Baseline Documents"). Either Party may at any time request a change to the Baseline Documents in accordance with this CCP. Change requests must be made in writing using a Finastra prescribed change request form - as attached as Appendix C to this Schedule.

2 Generating the Change Request

Where the need for a change to the Baseline Documents has been identified, a change request will be generated to contain the following:-

- (a) the title of the change;
- (b) the originator and date of the request or recommendation for the change;
- (c) the reason for the change;
- (d) details of the change including (without limit) any Specification; and
- (e) proposed implementation date or revised project plan, as applicable.

3 Responding to the Change Request

In responding to a change request from Finastra or included within a change request proposed by Contractor, Contractor shall deliver to Finastra a change proposal containing:-

- (a) the price and charges, if any, of the change;
- (b) details of the impact on Services, System Product and Specification, as applicable;
- (c) details of the impact on the hardware and software environment, the location, as applicable;
- (d) a timetable for implementation; and
- (e) a schedule of payments as appropriate.

Contractor shall where reasonably practicable deliver its change proposal within ten (10) days of receipt of a Finastra change request. Finastra where reasonably practicable will respond to a change proposal from Contractor within ten (10) days of receipt thereof.

4 Finastra's Options

Upon receipt of Contractor's change proposal, Finastra may elect to either:-

- (a) Accept such proposal by counter-signing the proposal, in which case the Baseline Documents shall be amended accordingly; or
- (b) Reject the change proposal, in which case the Baseline Documents shall continue in force unchanged.

Neither Party shall be obliged to perform or be bound by any change until a written change proposal is signed by the authorised representatives of both Parties.

SCHEDULE – PART 5

APPENDIX A: SCOPE OF WORK, comprising of the following:

- Section A.1 – HIGH LEVEL SCOPE OF WORK
- Section A.2 – HIGH LEVEL SCOPE OF WORK; DETAILED LIST OF DELIVERABLES
- Section A.3 – DELIVERABLES BY PROJECT STAGES

APPENDIX B: PROJECT PLAN

APPENDIX A – SCOPE OF WORK

Section A.1 – HIGH LEVEL SCOPE OF WORK

#	Scope of Services
1	Back Office: includes but not limited to the following: <ul style="list-style-type: none">- Configuration via Finastra's Fusion Capital Kondor Back office system, the configuration will base on Specification that prepare by Finastra's consultant- Support Client's UAT- Support go live preparation and post go live support- Involve/participant Client's requirement workshop with Finastra's consultant- for all below K+TP instruments
	Spot
	Forward
	FXSwap
	IRS/CCS
	Bond
	Loan & Deposit
	Repo
	Future
	Cashflow Deal
	FX OTC Option
2	Interfaces

	End to end implementation: Initiate-define-build-test-go live of all interfaces between Kondor+ and 3 rd party software includes but not limited to the following:
	<ul style="list-style-type: none"> - Conduct Client's requirement workshop with Finastra's consultant participant - Requirement specification document generation and develop further interface - Support Client's SIT - Support final interface deploy and provide 15 man days on site post go live support - Skill Transfer to Client which includes documentation transfer
3 Reports and Custom windows	End to end implementation: Initiate-define-build-test-and go live support of 35 reports and custom windows to be defined in the projects define stage, includes but not limited to the following: <ul style="list-style-type: none"> - Conduct Client's requirement workshop with Finastra's consultant support and generate specification document - Engage on Client's UAT and post live support
4 System engineer / Other technical support	Installation / setup of SIT, UAT and PROD environments with the support of Finastra includes but not limited to the following: <ul style="list-style-type: none"> - The Contractor will install or set up the following environments: <ul style="list-style-type: none"> (i) Testing environment; (ii) Production environment; and (iii) Disaster Environment.

A.2 – HIGH LEVEL SCOPE OF WORK: DETAILED LIST OF DELIVERABLES

ID	Name and Description	Content	Direction	Transport	Frequency	Remarks
1	Deal information from Reuters Deal Tracker (aggregates trades from all their trading avenues, i.e. FXGO, Reuters FX Trading)	Trade (FX/MM)	Kondor	Ticket Output feed(TOF)	Scheduled Job – 3s to 10s	<ul style="list-style-type: none"> - The Contractor, with limited support from Finastra as the Prime, will perform the end to end integration with support from VP Bank. - VP Bank will provide following information: <ul style="list-style-type: none"> o Technical specification (data dictionary/services, connection information) o Volume of trades daily o Mapping information: which fields map to which Kondor data (Note that this interface will be near-real time depending on what Deal Tracker will output)

		Fixed Income Trades	Kondor	FIX	Near real-time (3s-10s)	
2	Deal Information from Bloomberg VCON					- The Contractor, with limited support from Finastria as the Prime, will perform the end to end integration with support from VP Bank. - VP Bank will provide following information: <ul style="list-style-type: none">o Technical specification (data dictionary/services, connection information)o Mapping information: which fields map to which Kondor data
3	Deal Information from FXFO via IIB	FX Branch Trades (Spot, Forward, Swap) (Deal with HO)	Kondor	FXFO – Kondor format conversion/FIX/xml (To be confirmed)	Real-time/near Real time	- The Contractor, with limited support from Finastria as the Prime, will perform the end to end integration with support from VP Bank. FXFO trades will flow into Kondor via the IBM Integration Bus (IIB). - VP Bank will provide following information: <ul style="list-style-type: none">o Technical specification (data dictionary/services, connection information)o Mapping information: which fields map to which Kondor data <p>(Note that this interface will be near-real time depending on what FXFO will output)</p>
4	Deal Information from VLSU via IIB	FX Swap, Spot Trades	Kondor	VLSU-Kondor format conversion/FIX/xml (To be confirmed)	Real-time/near Real time	- The Contractor, with limited support from Finastria as the Prime, will perform the end to end integration with support from VP Bank. VLSU trades will flow into Kondor via the IIB. - VP Bank will provide following information: <ul style="list-style-type: none">o Technical specification (data dictionary/services, connection information)o Mapping information: which fields map to which Kondor data <p>(Note that this interface will be near-real time depending on what VLSU will output)</p>
5	Funding demand Information from Funding Register	Trade (Cash)	Kondor	Format to be further confirmed and defined	Real-time/near Real time	Same as T24 Integration. Assumption is data flow from Funding register is also thru IIB
6	CIF Interface from T24 via IIB	Static data (Client Information)	Kondor	IIB – Kondor format conversion (To be discussed)	Real-time/near Real time	Flow: T24 will publish new (from customer onboarding) and updated CIF information to IIB. This information would be sent to Kondor through the IIB. VP Bank will finalize how often these updates will be done in Kondor: <ol style="list-style-type: none">1) Real-time

				2) Near realtime 3) Scheduled batch	- The Contractor, with limited support from Finastra as the Prime, will perform the end to end integration to IIIB with support from VP Bank. - VP Bank will provide following information: <ul style="list-style-type: none">o Technical specification (data dictionary/services, connection information) and technical assistance, since VP Bank has a team handling IIIB<ul style="list-style-type: none">o To confirm with their business users what is required from T24o Mapping information: VP Bank to help, in field mapping exerciseo Expose services to Kondor via IIIB middleware<ul style="list-style-type: none">o Sample message format and information about CIF
7	Collateral interface from T24	collateral information	Kondor	T24 – Kondor format conversion (To be discussed)	<p>Real-time/near real time</p> <p>- The Contractor, with limited support from Finastra as the Prime, will perform the end to end integration with support from VP Bank.</p> <p>- VP Bank will provide following information:<ul style="list-style-type: none">o Technical specification (data dictionary/services, connection information)o Mapping information: which fields map to which Kondor data</p> <p><i>(Note that this interface will be near-real time depending on what T24 will output)</i></p> <ul style="list-style-type: none">o Expose services to Kondor via IIIB middlewareo Sample message format and information about collateral details
8	Limits interface from T24	Limit information	Kondor	T24 – Kondor format conversion (To be discussed)	<p>Real-time/near Real time</p> <p>- The Contractor, with limited support from Finastra as the Prime, will perform the end to end integration with support from VP Bank.</p> <p>- VP Bank will provide following information :<ul style="list-style-type: none">o Technical specification (data dictionary/services, connection information)o Mapping information: which fields map to which Kondor data</p> <p><i>(Note that this interface will be near-real time depending on what T24 will output)</i></p>

9a	Nostro opening balance and movement from T24 to Treasury system via IIB	Cash Payment Trade (Opening Balance and Movements)	Kondor	T24-Kondor format conversion (To be discussed)	Batch (Start of Day) and movements in real-time	<ul style="list-style-type: none"> o Expose services to Kondor via IIB middleware o Provide sample message format and information about Limits required <p>- The Contractor, with limited support from Finastras as the Prime, will perform the end to end integration with support from VP Bank.</p> <p>- T24 to send opening balances to Kondor via IIB at the start of day.</p> <p>- VP Bank will provide the following information:</p> <ul style="list-style-type: none"> o Expose services to Kondor via IIB middleware o Provide sample message formats
9b	Settlements to T24 and acknowledgement receipt into Treasury system	To be confirmed	Bi-directional	T24 – Kondor format conversion (To be discussed)	Real-time/near Real time	<ul style="list-style-type: none"> - The Contractor, with limited support from Finastras as the Prime, will perform the end to end integration with support from VP Bank. The Contractor, to generate settlement messages and send to T24. - VP Bank will provide following information : <ul style="list-style-type: none"> o Technical specification (data dictionary/services, connection information) o Mapping information: which fields map to which Kondor data <p>(Note that this interface will be near-real time depending on what T24 will output)</p> <ul style="list-style-type: none"> o Expose services to Kondor via IIB middleware o Sample message format and information about Payment messages <p>(To be checked during onsite discussions)</p> <ul style="list-style-type: none"> - Client Nostro/Vostro account details will be part of CIF information
10	Payment status from T24 to Treasury system	Settlement status	Kondor	Text (To be confirmed)	Realtime	<ul style="list-style-type: none"> - The Contractor, with limited support from Finastras as the Prime, will perform the end to end integration for Payment status update into T24. - VP Bank will provide the following information: <ul style="list-style-type: none"> o Technical specification o Connection details to/from IIB o Sample message format and information
11	SWIFT interface	MT messages	Bi-directional	Swift	Real-time	<ul style="list-style-type: none"> - The Contractor, with limited support from Finastras as the Prime, will perform the end to end integration with

12	Reports to Data Warehouse	Raw data from Treasury system (to be confirmed)	From Kondor	File (to be confirmed)	Batch
13	Live price feed from Reuters (G10 prices, market prices)	Live prices	Kondor		Real-time
14	Market data feed from Reuters	Market Data	Bi-direction		real time

support from VP Bank for standard SWIFT messages currently supported by Kondor.

- VP Bank will provide the following information:
 - o List of both inbound and outbound messages
 - o Details of the connection from SWIFT
 - o Technology supported by the SWIFT connection
 - o Sample message format
 - o Data flow diagram
 - o Mapping information: which fields map to which Kondor data

The Contractor, with limited support from Finastra as the Prime, will provide the mechanism for VP BANK to retrieve data from Kondor using SQL-like language

- The Contractor, with limited support from Finastra as the Prime, will support VP Bank to get expected data model.

The Contractor, with limited support from Finastra as the Prime, will update the data in Kondor in real time and handles end-to-end integration.

(Our solution provides *real-time market data adapter as standard out-of-the-box*)

- VP Bank will provide the following information:
 - o Reuters/Bloomberg subscription information
 - o Details of authorised users (if entitlements are used)
 - o For each live price:
 - ✓ Symbols/RIC of the prices required
 - ✓ Update interval
 - ✓ Start time/stop time
 - ✓ Real time for prices and on demand for instruments
 - o Technical specification, services, connection details

The solution provides *real-time market data adapter as standard out-of-the-box*

15	Live price feed from Bloomberg (G10 prices, market prices)	Live prices	Kondor		Real-time	
16	Market data feed from Bloomberg	Market Data	Bi-direction		real time	
17	Send notifications to SMS	Notifications	From Kondor	Text (To be confirmed)	real time	<ul style="list-style-type: none"> - The Contractor, with limited support from Finastra as the Prime, will perform the end to end integration with support from VP Bank - VP BANK Back Office will confirm the events for the SMS to be generated - VP Bank will provide the following information: <ul style="list-style-type: none"> o Details of the connection to SMS system o Format of the XML message to be sent to SMS system
18	Fax confirmation from Treasury system	Confirmation	From Kondor	Files (to be confirmed)	Batch	<ul style="list-style-type: none"> - The Contractor, with limited support from Finastra as the Prime, will perform the end to end integration with support from VP Bank - Kondor can send confirmations (long forms) via Fax. This is done by configuring Adaptive Documentation to have an email router to the email server for sending faxes.
19	Sending report data in XML format	Any type of data	From Kondor	Files	Batch	<ul style="list-style-type: none"> - The Contractor, with limited support from Finastra as the Prime, will perform the end to end integration with support from VP Bank. - The Contractor, with limited support from Finastra as the Prime, will provide the mechanism for VP Bank users to generate XML data from reports
20a	Settlement messages from Treasury system to SWIFT	Settlements	Bi-direction	File	MQ/Batch	

20b	Settlement messages from Treasury system to CITAD	Settlements	Bi-direction	File	Batch	
20c	Settlement messages from Treasury system to BIDV	Settlements	Bi-direction	File	Batch	<ul style="list-style-type: none"> - VP Bank will confirm the details of this interface or whether this is still in scope as Back Office does not need this - The Contractor, with limited support from Finstra as the Prime, will handle end to end integration with the help of VP Bank. - VP Bank will provide the following information: <ul style="list-style-type: none"> o Confirmation of that the The Contractor, with limited support from Finstra, file format and layout is supported o Details of the connection to CITAD/BIDV/VCB/VietinBank/Agribank API connection details/documents o Assist The Contractor, with limited support from Finstra, in mapping information: which fields map to which Kondor data
20d	Settlement messages from Treasury system to VCB	Settlements	Bi-direction	File	Batch	
20e	Settlement messages from Treasury system to VietinBank	Settlements	Bi-direction	File	Batch	
20f	Settlement messages from Treasury system to Agribank	Settlements	Bi-direction	File	Batch	
21	IFRS and VAS GL Postings to SAP	Journals, Accounting Postings (aggregated GLs)	From Kondor	File (to be confirmed)	EDD Batch	<ul style="list-style-type: none"> - The Contractor, with limited support from Finstra as the Prime, does the end to end integration with support from VP Bank - VP Bank will provide the following information: <ul style="list-style-type: none"> o Confirmation of that the Contractor as The Prime, with limited support from Finstra, file format and layout is supported o Details of the connection to SAP. Technology supported in SAP is a file o Sample message format

		<ul style="list-style-type: none"> o Help with mapping information: which fields map to which Kondor data o Aggregation logic o Any additional technical help on SAP connection <p>- The Contractor, with limited support from Finastra as the Prime, to configure accounting entries as per VPBank SAP Chart of Accounts (ie. SAP Account Code blocks) requirements ie. Entity, Branch, Cost centre, Profit centre, Segments, Channel, ACCOUNT, Product,...with its associated Foreign Currencies (ie. Transacting currency) & Local Currency Equivalent (ie. VND).</p> <p>Note: <i>all Transaction currencies MUST be balanced.</i></p>
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A.3 – DELIVERABLES BY PROJECT STAGES

The project is structured in the following sequence of phases (the "Project Phases"), the activities which Finastra, the Contractor and the Client will perform and the deliverables which the Contractor will deliver within the scope of this SOW (the "Deliverables") are listed under the Project Phases in which they are associated.

Under the responsibility matrix below when Finastra, Contractor or Client are responsible for:

Executing the activity, it will be marked as "E"

Supporting the execution of service, it will be marked as "S"

Participating in an activity, it will be marked as "P"

Reviewing and accepting the Service/Deliverable, it will be marked as "A"

A brief description of each of these responsibilities can be found below:

Execute (E) – means to perform or to carry out what is required by the Project Plan. The Party assigned to E will lead and perform the work.

Support (S) - means that the Party acting as Supporter will have a secondary or subordinate role to the other Party who is the lead performer. Although it is a secondary role to the lead performer, it is nevertheless an active role. Supporter role is also when the other Party is assigned an E role.

Participate (P) – Participation is mainly used in conjunction with knowledge transfer tasks, mainly on training. In this case, the Party required to participate will be present during the activities, but not providing the training.

Review and Accept (A) – The formal examination of a Deliverable by the Party designated to perform such review. Promptly following the performance of each review, the applicable Deliverable must either be accepted or be returned to the Executing Party with a consolidated list of comments and/or observations, to allow such Executing Party to promptly clarify or address issues that the Party performing the review has with the Deliverable so that such Deliverable will be ready to be used in the next step of the Project.

Initiate stage deliverables

IIIID	Activity Name	Activity Description	Deliverables	Deliverable Type
VK.I001	Procure hardware and 3rd party software	Purchase recommended hardware and third-party software as per the pre-requisites provided by Finastra – as specified in the documentation of the Software	Infrastructure is ready to install Kondor as per agreed deployment design and sizing	Equipment
VK.I002	Conduct Project Kick-off Meeting	Formally start the project after Finastra and Client teams review and produce the Project Management Plan (PMP) including final mpp project plan. The PMP will cover project scope, project schedule, resource plan and governance.	ID002 Project management Plan	Document
VK.I003	Setup MAPS Training Environment	Finastra to setup MAPS on the training environment: install product components (Server, Database, Client) load Application Model data	ID003 MAPS Training Environment Ready	Configuration
VK.I004	Deliver Finastra Software (including manuals)	Deliver software licenses and user manuals	ID004 Signed SW delivery acceptance note	Installation
VK.I005	Provide solution architecture document part 1 for Dev and SIT environment	Provide solution architecture document part 1 for Dev and SIT environment	ID005 - Solution architecture document part 1 for Dev and SIT environment	Document

Gate 1: Planning Complete
Client formal approvals/ exit gates will be back to back between Client-Finastra-Contractor

- Gate 1.1. Signed Software Delivery
- Gate 1.2. MAPS Training Environment Ready
- Gate 1.3. Signed Project Management Plan (PMP)

Define stage deliverables

ID	Activity Name	Activity Description	Deliverables	Deliverable Type
VK.D001	Conduct Familiarization Training	Workshop to allow Client to understand the Solution – system walkthrough/ include functional training/ technical and customize report tool training.	DD001 Training Material for Project Team	Workshop and Document
VK.D002	Run Business Process Alignment (BPA) Workshop	Workshops to walk the Client through the Process Model and the Application Model and define the detailed Client specific configurations. A final set of pre-defined business processes specification, resulting from the BPA workshops, will be provided. They will form the BSDD.	DD002 Business Solution Design Documents and Delta Log (of identified changes)	Workshop and Document
VK.D003	Run Functional Non-MAPS Specifications Workshop	Document functional requirements and specifications after BPA workshops and not covered by MAPS.	DD003 Functional Specifications for non-MAPS components	Workshop and Document
VK.D004	Provide and explain Static Data templates/ MAPS accelerators	Populate data loading templates (Static / Market / Business) that are supplied by Finastra after the Project kick-off.	DD004 Data Loading Templates	Workshop and Document
VK.D005	Run Technical Specification Workshop	Facilitate the technical deployment of the modules which are in the scope of the Services.	DD005 Technical Specification Documents	Workshop and Document
VK.D006	Run Interface Specification	Client must Provide the requirements (architecture, formats, and specifications for interface APIs, Data Conversion, Reports) for Finastra to prepare Technical Specification.	DD006 Interface Specification	Document

	Workshop	Document				
VK.D007	Finalize list of approved Deltas/CRs	This activity will happen in a series of Change Control Board Meetings. The Change Control Board role is explained in the Project Governance section of this SOW.	DD006 Final approved Delta Log /Change Requests	Document	E	S S

Gate 2: Specifications Complete

Client formal approvals/ exit gates will be back to back between Client-Finastra-Contractor

- Gate 2.1. Signed Training
- Gate 2.2. Signed-off BSDDs(D002, D003, D004, D007) (plus approved CRs)
- Gate 2.3. Signed Technical Specifications (D005, D006)

Build stage deliverables

ID	Activity Name	Activity Description	Deliverables	Deliverable Type	Client	Contractor	Finastra
VK.B001	Develop UAT Scope Document	Define the UAT scope (as expressed by the set of test scenarios and cases), process and acceptance criteria	BD001 UAT Scope Document	Document		S	E
VK.B002	Produce Test Scenarios and Cases (functional & non-functional)	Produce test cases and scenarios which form the basis of the testing and acceptance criteria.	BD002 Test scenarios and cases	Configuration		S	E
VK.B003	Define Conversion Strategy Document	Client documents the conversion strategy for the data to be migrated to the new system. Client data cleansing activities to be identified and actions assigned, if required.	BD003 Conversion Strategy Document	Document		S	E
VK.B004	Populate Migration Templates	Finstra to provide migration templates for Client to load with data (if any)	BD004 Data Migration Templates	Document		S	E
VK.B005	Configure and Tailor Solution (excl. interfaces)	Finstra to install software, configure static data and parameters and configure/ tailor the solution with the approved	BD005 Configured System	Configuration	E	(1) E	S

		Workarounds/ customizations for approved deltas.		
		(1) Contractor to configure static data and parameters and configure the solution with the approved work arounds / customizations for approved deltas for Back Office (K+TP)		
VK.B00 6	Configure Interfaces	Configure the interfaces licensed to the Client as part of the System.	BD006 Standard Interfaces	Configuration
VK.B00 7	Configure Non-MAPS	Configure any items in scope not covered by MAPS, if applicable Provide consultancy to support Bank develop none standard interface.	BD007 Non-MAPS work B008 Interface develop work	Configuration Development
VK.B00 8	Develop Interface	Finastra will test the Solution based on the Business Solution Design Document. Results will be documented. The testing activity will include: Business flows Any workarounds or customizations.	BD009 Documented pre-UAT test results	Document
VK.B00 9	Perform Pre-UAT Test	Interfaces licensed to the Client as part of the Solution and test non-standard interfaces if any in scope		
		Contractor to perform pre-UAT for all delivery under the Contractor: K+TP and Interfaces	B010	Document
VK.B01 0	Test Strategy plan	The Testing Strategy will be developed by both the Customer and Bidder. This strategy should include, but not be limited to the following: Test Phases, including: - Objectives - Entrance Criteria - Exit Criteria Testing Organisation Structure Issue Management Process		E S S

	Incident Management Process
	- Regular Meetings
	- Reporting

Gate 3: Configuration Complete

- Client formal approvals/ exit gates will be back to back between Client-Finastra-Contractor
- Gate 3.1 Signed UAT Scope (including test cases)
- Gate 3.2 Signed Conversion Strategy Document
- Gate 3.3 Completed Systems Configuration

Test stage deliverables

ID	Activity Name	Activity Description	Deliverables	Deliverable Type	Client	Contractor	Finastra
VK.T00 1	Deliver Solution ready for SIT/UAT	Finastra and Contractor will deliver a solution build ready for Systems Integration Testing and User Acceptance Testing	TD001 System ready for SIT/UAT	Configuration	E	E	S
VK.T00 2	Finalize SIT/UAT plan and checklist	Client to establish final schedule and responsibilities for SIT and UAT and ensure SIT/ UAT readiness checklists are complete.	TD002SIT/ UAT Plan	Document	S	S	E
VK.T00 3	Train users for SIT/ UAT	Training is for users and IT personnel who will perform the testing. If additional training lessons are required by the Client, additional efforts will follow by change management process.	TD003 Trained Users	Workshop	E	S	E
VK.T00 4	Perform Interface Unit Testing (add multiple testing cycles as required)	Finastra (via Contractor) shall support the Client through interface testing. Both Client and Finastra will apply changes/fixes required to ensure meeting agreed exit criteria.	TD003 Issue log	Document	S	E	S

VK.T00 5	Perform System Integration (SIT) Testing (add multiple testing cycles as required)	Support the Client through the system integration testing.	TD003 Issue Log	Document	S	S	E
VK.T00 6	Apply SIT fixes/ changes	Apply changes/fixes required and retest failed scenarios to meet agreed exit criteria.	TD004 SIT Sign Off	Document	E	E	E
VK.T00 7	Perform User Acceptance Testing (UAT)	Support client testing and conduct of operational validation to ensure that the configured Solution is performing as specified.	TD003 Issue Log	Document	S	S	E
VK.T00 8	Apply UAT Fixes	Apply changes/fixes required & Retesting of failed scenarios to ensure meeting agreed exit criteria	TD003 & TD006 UAT Sign Off	Document	E	E	E
VK.T00 9	Update business procedures & processes	Client to document updated business procedures & processes	TD007 Operations Manual	Document	S	S	E
VK.T01 1	Set up UAT Environment	Client to prepare UAT Environment by installing final application model configuration of the Solution.	TD008 UAT Environment Ready	System	S	S	E
VK.T01 2	Perform Performance testing	Support bank to do performance testing with agreed volume user login simultaneously	T012 Issue Log & Test report	Document	S	S	E
VK.T01 3	Perform non-functional test (Fail over, Switch over, Synchronization)	Support Bank to do functional test (Fail over, Switch over, Synchronization)	T013 issue log & Test report	Document	S	S	E

VKT01 4	Perform Security test	Support Bank to do security test	T013 Issue log & Test report	Document	S	E
VKT01 5	Solution Architecture document (Final version)	Solution Architecture document (Final version including DC, HA, DR)	T015 Solution Architecture document (Final version)	Document	E	S S

Gate 4: Testing Complete

- Client formal approvals/ exit gates will be back to back between Client-Finastra-Contractor
- Gate 4.1 Signed SIT/UAT Plan
 - Gate 4.2 Signed Testing Completion
 - Gate 4.3 Signed Mock Conversion Report

Close stage deliverables

ID	Activity Name	Activity Description	Deliverables	Deliverable Type	Client	Contractor	Finastra
VKD001	Install Final System Build and Set-up environment	Install Final System Build and Set-up the production environment	DED001 Production Environment	Configuration	S	S	E
VKD002	Finalize Cutover Plan, including Resources and Go-Live Checklist	Client and Finastra will build a detailed list of activities and procedures for "Go-Live"	DED002 Final Cutover Plan	Document	S	S	E
VKD003	Collate technical handover system documentation	Client and Finastra will finalise technical documentation of the network, architecture, operations procedures etc.	DED003 Technical Site Document	Document	E	E	E
VKD004	Execute Cutover Plan	The Client will execute the final production cutover plan. Finastra will provide consultancy support: assist Client in conversion during the go-live	DED004 Live System	Configuration	S	S	E

		weekend and for the rollout activities.		
VK.DE00 5	Provide post-live support	Without prejudice to Finastra's obligations to provide Maintenance Services in accordance with the Framework Terms, Finastra will provide post Go-Live support	DE005 Issue & Risk Log	Document
VK.DE00 5	Regression test of final build for production	Regression test of final build for production	DED006 Regression test report	Document

Gate 5: Go-Live Complete
Client formal approvals/ exit gates will be back to back between Client-Finastra-Contractor

- Gate 5.1. Agreed Final Cutover Plan
- Gate 5.2. Signed Go-Live
- Gate 5.3. Completed Post Go-Live Support

Deploy stage deliverables

ID	Activity Name	Activity Description	Deliverables	Deliverable Type
VK.C00 1	Handover to CS	Finastra will introduce Customer Support team to Client and handover any outstanding issues to CS.	CD001 Outstanding Issues Log and C002 GS to CS Checklist	Document
VK.C00 2	Close Project	Finastra and Client will confirm that all deliverables have been completed and will produce a closing project report that will include a snapshot of the outstanding issue log.	CD002 Project Closure Report	Document

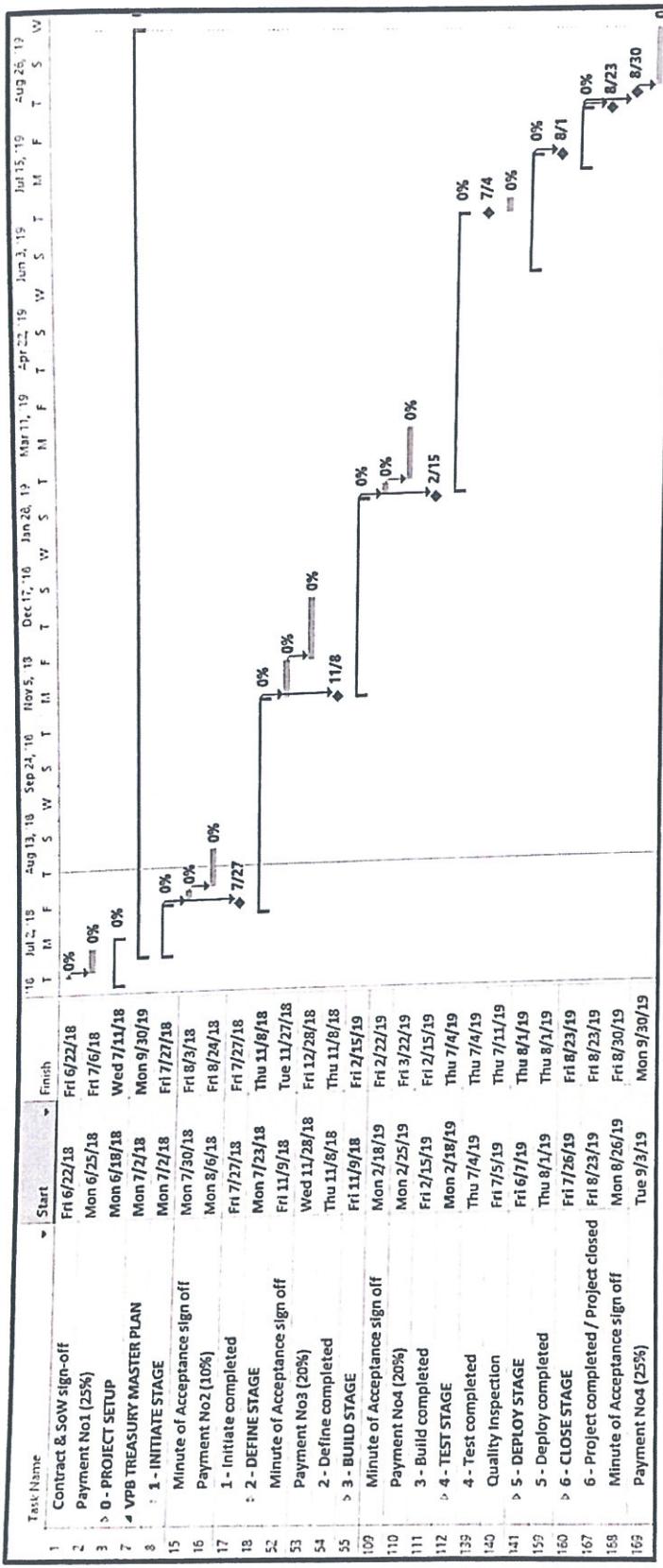
VK.c00 3	Complete Administrative Closure	Finastra will finalise all invoices and payments. Client will approve.	CD003 Final Invoices	Document	E	S	A
VK.c00 4	Update Solution Architecture document (if any change)	Update Solution Architecture document (if any change)	CD004 Final Solution Architecture Final updated	Document	E	S	S
VK.c00 5	Source code handover	Deliver all source codes for customizations which are to be handed over to Client's IT for future maintenance.	CD005 Source code package.	Source code	E	E	

Gate 6: Project Complete

Client formal approvals/ exit gates will be back to back between Client-Finastra-Contractor

- Gate 6.1. Completed Customer Services Handover
- Gate 6.2. Signed Project Closure Report
- Gate 6.3. Final Invoices Approved

APPENDIX B – PROJECT PLAN



APPENDIX C – CHANGE REQUEST FORM

Bank Name:	Project Name:		
Prepared by:			
Section I. To be Completed by Originator			
1. Change Description (summary):		Date:	
2. Change Justification:		Original SOW/Contract #:	
3. Change Type:		SOW Change #:	
4. Change Category		Requirements	Design
5. Change Priority (Check One):		Interfaces	Development
Section II. To be Completed by Vendor Project Manager		Enhancement	Documentation
1. Related Change Requests (list [s]):		Optional	Communications Services
4. Estimated Effort (Days):		Rework	Other (explain):
5. Estimated Cost:		Desirable	Mandatory
6. Change Description (Detailed):		3. Estimated End Date:	
7. Project Impact:		2. Estimated Start Date	
Section III. Final Approval Signatures and Funding			
Approval (Check One):		Approved	Not Approved
First Client Authorized Name (Print):		Signature	Defer Until :
		Date:	

Second Client Authorized Name (Print):	Signature	Date:
2. Vendor Authorized Name (Print):	Signature	Date: