

Statement of Work

Supply and Delivery of Lenovo IT Hardware Equipment

Background

The International Atomic Energy Agency located in Vienna, Austria (hereinafter referred to as the “IAEA” or the “Agency”) is widely known as the world’s “Atoms for Peace and Development” organization within the United Nations (UN) family. Established in 1957 as the world’s centre for cooperation in the nuclear field, the IAEA works together with its Member States and multiple partners worldwide to promote the safe, secure and peaceful use of nuclear technologies.

The IAEA Secretariat is made up of some 2,500 international professional and support staff from scientific, technical, managerial and other professional disciplines.

The IAEA runs most of its operations from a centralized location in Vienna, Austria. It also has two regional offices located in Toronto (Canada) and Tokyo (Japan), as well as two liaison offices in New York City (United States of America) and Geneva (Switzerland). The IAEA runs laboratories specializing in nuclear technology in Seibersdorf (Austria) and Monaco.

The Information Technology Division established within the Department of Management (MTIT) is responsible for day-to-day operations of information technology, information security and smooth running of the IAEA, through reliable and sustainable services.

The Office of Information and Communication Systems (SGIS) within the Department of Safeguards is the centre of competence for the specification, development and maintenance of information and communication technology (ICT) systems and for the management of all ICT infrastructure and services to support the Department.

1. Objective

The main objective is to enter into a single Contract for the supply and delivery of IT Hardware by Lenovo Group Limited (hereinafter referred to as Lenovo), and provision of relevant software licenses and services (hereinafter referred to as Professional Services) to the IAEA. The Contract should be in place by 1 January 2020.

The IT Hardware are principally required for the IAEA Headquarters at the Vienna International Centre (VIC) located in Vienna, Austria.

2. Requirement of Manufacturer's Authorization

The Contractor shall be an authorized Lenovo reseller.

3. Lenovo IT Hardware Orders History and Estimated Expenditure

During the period 2016 – 2019, the Agency purchased the following volume of Lenovo IT Hardware:

- Notebooks – 1,215 units;
- Desktop Computers – 830 units; and
- Monitors – 2,096 units.

For the detailed information about Lenovo Hardware units purchased by the IAEA during 2016 – 2019, please see Appendix – 1.

The estimated number of IT Hardware units required by the IAEA in the next two years are as follows:

- Desktop computers: 1,400;
- Notebooks: 1,500 (standard) and 600 (without camera); and
- Monitors: 2,000.

The above figures are for information purposes only and do not constitute a commitment on the part of the IAEA to any purchase volumes.

4. Supply and Delivery of IT Hardware

The detailed specifications list for the required IT Hardware and related accessories and services are presented under **Annex I – Mandatory Technical Specifications and Service Requirements**. The Contractor shall be able to supply as per Annex I and as per this SoW.

4.1. General IT Hardware Requirements

Desktop computers, notebooks, monitors and accessories shall be covered by on-premises standard four (4) years warranty; as an option, notebooks should be provided with four (4) years worldwide warranty. Support during the warranty period shall be delivered on-site at the IAEA's Headquarter in Vienna. Warranty shall cover labour, parts and shipping. If the repair cannot be performed on-site (maximum next business day) and needs to be taken off-site, the Contractor shall provide replacement hardware equivalent to the model under repair.

The maximum noise level for the requested IT Hardware (when fully operational, excluding audio) at fifty (50) cm from the equipment shall not be higher than forty (40) decibels. IT Hardware shall be accompanied by complete documentation including detailed installation, user guides and operating manuals in English.

4.2. Diagnostic check and voltage setting

IT Hardware shall undergo diagnostic checks prior to shipment. Test results shall remain on file at the Contractor's facility and shall be available for future consultation, if requested by IAEA.

IT Hardware shall be set to the voltage, amperage and frequency prevalent in Austria prior to shipment. IT Hardware damaged upon receipt due to incorrect settings shall be replaced by the Contractor, inclusive of all freight charges, at no cost to the IAEA.

4.3. IT Hardware Replacement

The list of IT Hardware in the Annex I is subject to periodic update according to the market standards and technological advances. The Contractor shall notify the IAEA of any upcoming product releases and upgrades to any item on the standards list at least three (3) months prior to end-of-life of the IT Hardware covered by the Contract. The Contractor shall supply samples of the successor IT Hardware, to the IAEA Headquarters for compatibility and testing free of charge. Pricing information corresponding to such successor IT Hardware shall also be provided for review by the IAEA. Upon successful testing and price acceptance, an update to the standard list of items will be performed by the IAEA.

The IAEA will adopt or upgrade to new technologies and standards while phasing out technologies that are legacy, obsolete, expensive to maintain or operate, or have high costs of ownership.

4.4. Management of the IAEA Storage Set

The Contractor should establish and maintain a stock of items, to be referred to as the IAEA Storage Set. The purpose of the Storage Set is to ensure accelerated delivery of IT Hardware to the IAEA Headquarters.

The Storage Set should include the following items of IT Hardware:

No	IT Hardware	Quantity
1.	IAEA Standard Desktop Computer	ten (10)
2.	Notebook	ten (10)
3.	IAEA Monitor Standard	ten (10)

The Contractor shall conduct pre-configuration, installation and other work on Storage Set items to ensure the orderly and timely putting into use of such items at the final locations, where they are intended for use.

5. Professional Services

5.1. Contractor's Support Provision

The Contractor shall offer a Single Point of Contact (phone and email) for all support cases relevant to after-sales support. The underlying team shall be responsible for the timely and effective resolution of all support cases. This will include cases under or out of warranty. This Single Point of Contact shall be on a time zone no more than CET +- three (3) and all communication shall be in English.

5.1.1. Account Manager

The Contractor shall appoint a dedicated and experienced Account Manager to oversee the relationship with the IAEA. The Account Manager shall have the capacity and responsibility to resolve any dispute or disagreement with the IAEA. The Account Manager shall have at least five (5) years of experience as an Account Manager for corporate clients or international organizations. The Account Manager shall contact the IAEA proactively if any IT Hardware is approaching the end of its respective life cycle and shall identify and recommend a comparable successor, similar in both price and functionality.

5.1.2. Notifications

The Contractor shall establish a pro-active alerting mechanism on disruptions to normal delivery workflows, as well as a major security alerting mechanism on the full spectrum of IT Hardware and Services offered to the IAEA.

The Contractor shall provide a product release management overview procedure that will describe the roles, responsibilities and activities required to manage a phased approach for the discontinuation of items of IT Hardware and for the introduction of successor items or new product releases.

5.1.3. Pre-sales Support and Consultancy

The Contractor shall perform all technical and administrative planning, coordination, analysis and tracking of activities related to the service delivery. The Contractor shall be available to meet at the IAEA's Headquarters at least once a quarter to discuss technical, administrative and performance issues which might arise under the planned Contract, and to provide status or progress reports whenever required.

The Contractor shall provide, when required, technical pre-sales support and consultancy and advice on product ranges and solutions to the IAEA's technical requirements at least twice a year.

5.2. Lenovo Support

The Contractor shall establish a well-defined priority management support provision from Lenovo for the IAEA account. Under this support provision, the IAEA shall have access to at least two (2) Lenovo Points of Contact; one (1) for account management and service escalations and one (1) for technical inquiries. All communication with these Lenovo contact points shall be in English.

Delivery of firmware, drivers and patches shall be made possible via the Lenovo Internet web site in English without the need of registrations or subscriptions.

The Contractor shall ensure that Lenovo alerts the IAEA, either directly or indirectly (e.g., via the Contractor), of any major security bulletin or major technical incident. Lenovo shall also pre-warn the IAEA of any disruptions to normal delivery workflows. Lenovo shall communicate updates to the relevant equipment roadmaps as soon as those become publicly available.

6. Service Level Agreement

The Service Level Agreement (SLA) for the Supply and Delivery of IT Hardware and Provision of Professional Services to the IAEA is presented in Annex II.

The Contractor shall comply with the SLA terms.

7. Logistics

The Contractor shall be able to ship to the IAEA Headquarters as follows:

For the IT Hardware which is part of the IAEA Storage Set, the delivery time elapsing between the date of issuance of the relevant Purchase Order and the date of delivery **shall be a maximum three (3) business days**.

For the IT Hardware which is not part of the IAEA Storage Set, the delivery time elapsing between the date of issuance of the relevant Purchase Order and the date of delivery **shall be a maximum of four (4) calendar weeks or twenty-eight (28) calendar days**.

The Contractor shall notify the IAEA Buyer(s) as promptly as possible of any delays in the delivery of items, as soon as the Contractor becomes aware thereof.

The Contractor shall offer IT Hardware based on **DDP Incoterms 2010** to the IAEA Headquarters.

8. Recycling (Optional Service)

The Contractor may offer a service, under which written off and wiped devices (performed by the IAEA) are collected and recycled. The Contractor should provide information about recycling locations, logistics information and relevant cost of this service separately. The Contractor shall remove the hard disk and hand it over to IAEA before removal of the items from IAEA premises.

Annex I – Mandatory Technical Specifications and Service Requirements

IAEA Standard Desktop Hardware

Please see 02 SPECS - IAEA Standard Desktop Hardware.docx and
03 TECH_COMPLIANCE_AND_PRICE - IAEA Standard Desktop Hardware.xlsx

IAEA Standard Notebook Hardware

Please see 04 SPECS - IAEA Standard Notebook Hardware.docx and
05 TECH_COMPLIANCE_AND_PRICE - IAEA Standard Notebook Hardware.xlsx

IAEA Standard Monitor Hardware

Please see 06 SPECS - IAEA Standard Monitor Hardware.docx and
07 TECH_COMPLIANCE_AND_PRICE - IAEA Standard Monitor Hardware.xlsx

Mandatory and Quality Service Requirements

Please see 08 COMPLIANCE_SHEET - Mandatory and Quality Service Requirements.xlsx

Annex II – Service Level Agreement and Key Performance Indicators

1. Service Level Agreement

The Service Level Agreement (SLA) that shall be provided for the supply and delivery of IT Hardware and related services to the IAEA is presented below. The Contractor shall comply with the SLA.

Table no. 1. Definition reaction and response time requirements for the IT Hardware supplied by the Contractor related to repair

Customer Service Inquiries and Incidents	Requirement
Single Point of Contact	Yes
Support Hours	9:00 – 18:00 CET on Working Days
Working Days*	IAEA Headquarters Working Days
Reporting Medium	Email/Phone
Response Time	Same day
Resolution Time / Final Answer	NBD**

* The up-to-date list of the IAEA Holidays is available at www.unis.unvienna.org/unis/en/events/calendar/un-holidays/holidays.html

** If the repair cannot be performed on-site (maximum next business day) and needs to be taken off-site, the Contractor shall provide replacement hardware equivalent to the model under repair.

Table no. 2. Definition of support which may require involvement of Lenovo in non-Hardware related tickets

Customer Service Inquiries and Incidents	Normal Priority	High Priority
Potential problem	Example: <i>Problem with the drivers</i>	Example: <i>Security issues</i>
Reporting Medium	Email	Email/Phone
Response Time for the Contractor	One (1) business day	Same day
Resolution Time / Final Answer for the Contractor / Lenovo	Seven (7) business days	Three (3) business days

Response Time is defined as the amount of time between when the IAEA first creates an incident report (which includes leaving a phone message, sending an email, or using an online ticketing system) and when the Contractor responds (automated responses do not count) and lets the IAEA know they are currently working on it.

Resolution Time is defined as the amount of time between when the IAEA first creates an incident report and when that problem is solved by the Contractor and/or Lenovo.

2. Key Performance Indicators

The Contractor's performance shall be measured based on the targets specified below. Failing to meet the targets represents unacceptable performance. Such failure puts IAEA projects at risk and might lead to Contract termination. The Key Performance Indicators (KPIs) shall be subject to periodic adjustment.

The IAEA may seek compensation for failure to meet the targets such as the addition of dedicated resources to serve the IAEA account. The Contractor shall analyse such failure and identify the root causes of the problems/delays, including measures to ensure compliance with the IAEA requirements.

List of the KPIs:

KPI I	Delivery time for hardware which is ordered from the IAEA Storage Set for the IAEA Headquarters
Reporting information:	<ul style="list-style-type: none"> • PO Number • Date of Order • Date of Delivery
Target:	Three (3) business days
KPI II	Delivery time for hardware which is ordered outside of the IAEA Storage Set
Reporting information:	<ul style="list-style-type: none"> • PO Number • Date of Order • Date of Delivery
Target:	Four (4) calendar weeks or twenty-eight (28) calendar days
KPI III	Quality of the equipment delivered
Reporting information:	<ul style="list-style-type: none"> • PO Number • Number of units accepted (e.g., 10 out of 10) • Number of units rejected (e.g., 1 out of 10)
Target:	One hundred (100) % equipment delivered passed the acceptance test



KPI IV	Response Time/Resolution Time for the problems to be resolved by the Contractor
Reporting information:	<ul style="list-style-type: none"> • Number of tickets (quarterly-based) with the Normal Priority • Average Response Time (e.g., 1 day) • Average Resolution Time (e.g., 3 business days) • Number of tickets (quarterly-based) with the High Priority • Average Response Time (e.g., 1 day) • Average Resolution Time (e.g., 2 business days)
Target:	As per time frames indicated in Table no. 1

KPI V	Response Time/Resolution Time for the problems which require involvement from Lenovo
Reporting information:	<ul style="list-style-type: none"> • Number of tickets (quarterly-based) with the Normal Priority • Average Response Time (e.g., 1 day) • Average Resolution Time (e.g., 5 business days) • Number of tickets (quarterly-based) with the High Priority • Average Response Time (e.g., 1 day) • Average Resolution Time (e.g., 3 business days)
Target:	As per time frames indicated in the Table no. 2

2.1. Penalties:

For delivery:

The IAEA will calculate a penalty of five (5) % of the total amount of Purchase Order for every day of delay after breach of the delivery schedule by the Contractor will be calculated. This amount shall be provided to the IAEA in the form of a credit note.

For support:

A penalty of three hundred fifty (350) Euros a day for every day of delay or breach of mentioned SLA by the Contractor will be calculated. This is measured by the incident management tool of IAEA and the Contractor will receive a ticket (through email) upon logging a support call. The first notification when seventy-five (75) % of the SLA time is reached and second notification when one hundred (100) % of the SLA time is reached. This amount shall be provided to the IAEA in the form of a credit note.

2.2. Reporting

Quarterly consolidated KPIs report as defined above shall be provided by the Contractor to the IAEA by email three (3) business days before the actual onsite meeting will take place. The IAEA will review and comment on the report, noting if any corrective actions shall be taken by the Contractor.

Appendix I – Number of Lenovo Hardware units purchased by the IAEA during the period 2016 – 2019

Item	2016	2017	2018	2019	Grand-total
Notebook	112	738	284	81	1 215
Desktop		592	212	26	830
Monitor	160	968	787	181	2 096

Source: IAEA ERP System 2016 – 2019