



Statement of Work

HP Managed Print Services



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Acronyms

The following acronyms shall apply throughout the Statement of Work (SoW) unless defined otherwise hereinafter:

B/W	Black and White
BCDR	The Business Continuity Disaster Recovery
BMS	Building Management Service
CAB	Change Advisory Board
CLR	Color
COB	Close of Business
DHCP	Dynamic Host Configuration Protocol
DRFS	Dynamic Reporting Facility Software
EDMS	Enterprise Device Management Software
HP	Hewlett-Packard
HQ	Headquarters
IAEA	International Atomic Energy Agency
ID	Identification Number
IP	Internet Protocol
IPS	Internet Protocol Security
KPI	Key Performance Indicator
LAN	Local Area Network
MFP	Multi-Functional Printer
MPS	Managed Print Services
MSR	Monthly Status Report
MTIT	Division of Information Technology
MTPS	Office of Procurement Services
OCR	Optical Character Recognition
OEM	Original Equipment Manufacturer
OS	Operation System
PDF	Portable Document Format
PIN	Personal Identification Number
PMP	Project Management Plan



PSP	Project Stages Plan
QMC	Quality Management System
RM	Risk Management
RML	Risk Management Log
SGIS	Safeguards Office of Information and Communication Systems
SLA	Service Level Agreement
SOP	Standard Operating Procedures
SoW	Statement of Work
SQL	Structured Query Language
SSL	Secure Sockets Layer
TLS	Transport Layer Security
TM	Technical Manager
UNIDO	United Nations Industrial Development Organization
VIC	Vienna International Centre
VLAN	Virtual Local Area Network



Background

The International Atomic Energy Agency (hereinafter referred to as the 'IAEA' or as the 'Agency') is widely known as the world's 'Atoms for Peace and Development' organisation within the United Nations 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.

Detailed information about the work of the IAEA is available at www.iaea.org.

The IAEA, which employ around 2,500 staff, is currently utilising approximately 1,000 different models of Hewlett-Packard (HP) printers at its Headquarters (HQ) in Vienna, Austria and the Laboratories in Seibersdorf. HP printer type and model, cost centre, including where available, the serial number, date of placement, location, the total number of pages printed, and other details are mentioned in **Annex I – HP Network Printers in Use** and **Annex II – Print Statistics** to this SoW.

To achieve cost efficiencies and meet various functional and technical requirements, the IAEA is considering optimising its print fleet by implementing the HP Managed Print Services (hereinafter referred to as the 'services') to manage print infrastructure as defined in this SoW.

1. Scope of the SoW

This SoW sets forth the requirements and guidelines for the assessment of requirements, optimisation of existing printers and multi-functional printers (hereinafter referred to as the 'equipment' or to as the 'devices' or to as the 'multi-functional printer'), provision of services, parts and supplies, active management and reporting on devices and user training.

2. Applicable Technical Standard (Brand)

To fulfil organisational demand in printing, photocopying and scanning, the IAEA standardised the HP brand and its related devices and services. Therefore, the scope of this SoW is limited to the HP brand and its devices and services.



3. Applicable Pricing Model

3.1. Office Multi-functional Printers

The Contractor shall develop, implement and provide services following the 'Hardware rental, plus consumables' approach, which includes the following:

- Cost of hardware rental;
- Related spend elements, including transportation, warranty, technical and professional consultancy services and software, shall be blended into a cost of rent;
- Consumables (e.g., toners; the paper for printing is not required) will be purchased by the IAEA separately from the Contractor; and
- No minimum/maximum print volume.

3.2. Conference Multi-functional Printers

The Contractor shall develop, implement and provide services following the 'Cost per Click' approach, which includes the following:

- Cost of hardware rental (daily);
- Related spend elements, including transportation, warranty, technical and professional consultancy services, software and consumables shall be blended into a cost of rent; and
- No minimum/maximum print volume.

4. Locations of Implementation and Usage

The Contractor shall implement and provide services at the following locations:

- 4.1. The IAEA HQ located in the Vienna International Centre (VIC), Wagrammerstrasse 5, 1220 Vienna, Austria. This location has two (2) Information Technology (IT) divisions with the separate Local Area Network (LAN), namely, Division of Information Technology (MTIT) and Safeguards Office of Information and Communication Systems (SGIS);



- 4.2. The IAEA Laboratories in Seibersdorf (hereinafter referred to as the 'IAEA Laboratories') is located at Friedensstrasse 1, 2444 Seibersdorf, Austria (approximately 50 km away from Vienna, Austria); and
- 4.3. As an option, depending on Contractor's capacity, the IAEA might request to implement and provided services to the IAEA Environmental Laboratories located at 4, Quai Antoine 1er, B.P. 800, MC 98012 Monaco Cedex.

In case of Contractor's consent, the Contractor shall agree to negotiate in 'good faith' and offer similar services. The IAEA acknowledgement future negotiations would be required to discuss and address the requirements of this location.

5. IAEA Operational Setup and Responsibilities

5.1. IAEA Focal Point

The IT Client Service Design Unit within the MTIT (hereinafter referred to as the 'IAEA Focal Point' or to as the 'IAEA Technical Staff') is responsible for the printing matters. The IAEA Focal Point receives and consolidates requests initiated within the various IAEA divisions and departments and addresses them through the Office of Procurement Services (MTPS) to the Contractor.

5.2. IT Service Desk

The IT Service Desk within the MTIT acts as a single point of contact between the IT organisation and the business for all incident reports, service requests, change notifications, and other necessary communications. IT Service Desk responsibilities revolve around the service desk's role in incident management and request fulfilment and communications.

5.3. IAEA Regular Working Hours and Holidays

- 5.4.1. The IAEA regular working hours are 08:00 to 18:00, Monday through Friday, excluding the IAEA holidays. The holidays at the IAEA do not necessarily coincide with those of Austria.
- 5.4.1. The Contractor shall observe the IAEA holidays, without regard to Austrian holidays (for the holidays in 2021 – 2023, please refer to [Appendix I – IAEA Official Holidays](#)).



- 5.4.1. The Contractor shall provide full coverage during the IAEA working hours. The same IAEA working hours apply to the Service Level Agreement (SLA).

5.4. IAEA Responsibilities

- 5.4.1. The IAEA will provide to the Contractor office space and standard desktop computer equipment during the contract period.
- 5.4.1. The IAEA will provide the Contractor with a domain account and access to the IAEA IT Incident Management Tools to log all incidents and requests in one central location. Besides, the Microsoft Teams channel will be created and shared with the Contractor and IAEA Technical Staff.
- 5.4.1. The Contractor will be granted vehicle access and parking for up to two (2) vehicles in the garage of the VIC and parking space at the Laboratories. For parking in the VIC garage, the Contractor shall organise parking by arrangement with the Garage Administration.

6. Contractor and Contractor's Personnel Requirements

6.1. Status and Experience

The Contractor shall be a registered company and shall have at least five (5) years of experience providing services as required by the SoW. The Contractor shall be able to provide at least three (3) references within the last three (3) years to prove its experience and expertise in the area of Print Managed Services.

6.2. Professional Capacity

The Contractor shall have the adequate professional capacity to guarantee the quality of services required by the SoW and maintain it throughout the contract.

6.3. Logistical Capacity

The Contractor shall have the adequate logistical capacity and maintain it throughout the contract to provide services at the IAEA locations as required by the SoW.



6.4. Communication Capacity

The Contractor shall provide its personnel with mobile communication devices to ensure quick and easy communication between the IAEA and Contractor's personnel.

6.5. Certification and Authorisation

The Contractor shall have and maintain the following certification and authorisation throughout the contract:

- 6.5.1. An installer and maintenance provider for HP printers and related services;
- 6.5.2. Authorisation as a reseller for HP printers and related services;
- 6.5.3. Microsoft Active Directory Services Certificate;
- 6.5.4. Corporate Social Responsibility Policy, which should be ISO 26000 or equivalent; and
- 6.5.5. Quality Standard Certification.

6.6. Technical Personnel

- 6.6.1. The Contractor's personnel shall be citizens of Austria or aliens who are authorised to engage in employment in Austria. The Contractor's personnel shall have reached twenty-one (21) years at the time of employment. The Contractor shall be required to produce evidence of citizenship and/or right to work in Austria.
- 6.6.2. The Contractor shall provide up-to-date Curriculum Vitae (CVs) for all personnel working on IAEA assignments prior to them appearing on-site.
- 6.6.3. The Contractor's technical personnel involved in implementing and handling services shall have appropriate training and certification as per the industry standards, working knowledge of network infrastructure, including a minimum of three (3) years of experience in the area of Print Managed Services.
- 6.6.4. The Contractor's technical personnel assigned to perform services shall be proficient and experienced in the English language – both orally and in writing.



- 6.6.5. The Contractor shall not assign an individual to perform services for whom such employment would create an actual or perceived conflict of interest.
- 6.6.6. The Contractor's personnel performing services for the IAEA shall be aware that the IAEA employs multinational staff and shall be concerned about standards of conduct that may be culturally offensive (for the detailed information, please refer to the 'IAEA Standards of Conduct for Personnel other than Staff Members', available on the IAEA [web site](#)). Failure to comply with expected standards of conduct may result in a Contractor's personnel loss of access to the IAEA premises.
- 6.6.7. The Contractor shall notify the IAEA of any personnel changes related to designated employees working on the IAEA assignments. Proposed changes shall be submitted in writing within seven (7) days prior to the change. CVs of the replacements shall be submitted to the IAEA for approval. Replacement shall have similar qualifications and skills as those they are replacing.
- 6.6.8. The Contractors personnel shall be identifiable via a dress code standard that displays the Contractor's name and/or logo.

6.7. Key Account Manager

The Contractor shall appoint a dedicated and experienced Key Account Manager to manage the IAEA's contractual relationship. The Key Account Manager shall have the capacity and responsibility to resolve any dispute or disagreement with the IAEA. The Key Account Manager shall have at least three (3) years of experience as an account manager for corporate clients or international organisations.

6.8. Technical Manager

The Contractor shall appoint a dedicated and experienced Technical Manager (TM) to act as a point of contact for technical matters throughout the contract. The TM shall have at least three (3) years of experience as a technical manager for clients with requirements similar to this SoW. The TM shall be responsible for the following activities:

- a) Act a single point of contact for the technical matters;
- b) Provide on-site support of the IAEA Locations of Implementation and Usage;



- c) Facilitate operational effectiveness to include system administration, account management, implementation of new hardware and software, and technical refresh procedures, where applicable;
- d) Work closely (if necessary, on-site) with the IT Service Desks at times on short notice at the HQ or via telephone on weekdays during working hours. Support might require an on-site visit to the IAEA Laboratories if necessary;
- e) Supervise Contractor's personnel appointed to provide services;
- f) Monitoring, management and control of all services performed, including quality assurance;
- g) Facilitate incident management and resolution process;
- h) Schedule supply, maintenance and repair;
- i) Provide reporting and financial management, including billing cycles; and
- j) Attend quarterly status meetings with the IAEA to review the results from the previous quarter, check on the overall performance and quality of services, plan the service for the next quarter, and discuss and resolve technical matters.

7. Project Management Plan Development and Implementation

- 7.1. The Contractor shall supply a comprehensive Project Management Plan (PMP) that supports and manages the delivery of services throughout the contract.
- 7.2. The PMP shall include the following:
 - 7.2.1. Detailed Standard Operating Procedures (SOP) for all tasks and activities envisaged in the contract;
 - 7.2.2. An overall Project Stages Plan (PSP) and associated roles and responsibilities. The PMP shall show milestones and tasks for short term and long-term projects;
 - 7.2.3. The Contractor's change management processes to be followed. Risk Management (RM) data and reporting are to be in accordance with the agreed Risk Management Log (RML);



- 7.2.4. An accurate baseline assessment of the IAEA's current landscape of existing fleet and provide a holistic view of installed print capacity in the house;
- 7.2.5. A documented Quality Management System (QMS) which shall be maintained by the Contractor as a means of assuring compliance with the hardware and software quality requirements of the contract;
- 7.2.6. The Business Continuity Disaster Recovery (BCDR) Plan shall include a detailed recovery plan for all parts of its operations (automated and otherwise) for performance under the contract; and
- 7.2.7. The BCDR Plan shall assist in avoiding disruption of performance and loss of MPS program data at the IAEA Locations of Implementation and Usage, MPS Contractor's locations, and any other location where performance under the contract occurs due to any third party or subsidiary performance deficiencies, labour or facility problems, or any other event that could be reasonably foreseen. The Contractor shall incorporate the IAEA's disaster recovery protocols into its BCDR Plan.

8. Asset Management

- 8.1. Provision of Asset Management is an integral part of MPS requirements. Each of the assets registered under the MPS shall include the device identification number (ID), location, model number, serial number, device category, accessories, output volume, device cost centre, contact person, phone number, and installation date. Asset Management shall be providing the following:
 - 8.1.1. Managing the consolidated eligible equipment pool of heterogeneous manufacturers and printer types;
 - 8.1.2. Managing the existing inventory of parts, supplies and toners;
 - 8.1.3. Managing the associated warranty; and
 - 8.1.4. Managing the billing, accounting areas and payments.



9. Billing

- 9.1. The IAEA requires billing to be provided quarterly in arrears and considering different IAEA costs centres.
- 9.2. The cost for equipment and related services shall be charged to a specific cost centre and not the equipment location.
- 9.3. The Contractor's invoice shall be structured and contain the information as follows:
 - 9.3.1. A separate invoice for each the IAEA cost centre, including its name;
 - 9.3.2. Serial number of devices assigned to the IAEA cost centre, including location and type;
 - 9.3.3. Applicable accounting period (e.g., 1 January – 31 March 2021);
 - 9.3.4. Start meter readings ('black and white' – B/W, 'colour' – CLR and summary) and end meter readings (B/W, CLR and summary);
 - 9.3.5. Total usage (B/W, CLR and summary);
 - 9.3.6. Total amount (B/W, CLR and summary);
 - 9.3.7. Cost of consumables (divided through the cost centres usage);
 - 9.3.8. Total values;
 - 9.3.9. If applicable, cost divided into divisions; and
 - 9.3.10. Services provided during conferences shall be billed separately in the form of 'pay per click', including the cost of transportation to and from the IAEA, software, printer configuration to connect to the IAEA LAN, warranty and mentioning applicable period, meter readings, usage, amount and if required, the cost of technical support.
- 9.4. The Contractor shall provide a sample format of the invoice to the IAEA considering the above-listed requirements. The IAEA will evaluate its quality and, in case of no issues, will approve the format. In case of issues, the IAEA will require the Contractor to resolve them and submit an improved invoice format for acceptance by the IAEA. [Appendix II – Acronyms of the IAEA's Departments and Divisions](#) to this SoW contains the list of the most common acronyms).



10. Supplies Management

10.1. Supplies Monitoring and Replenishment

The Contractor shall provide together with the bid response a Supplies Plan including provisions for automated supplies replenishment system where the device usage pattern is continuously monitored, and an automated order is generated for a new multi-functional printer (MFP) when the system notices that the consumables are running low, without human intervention (please note that some of the existing 'old' devices might have already consumables in stock for up to one (1) year). Similarly, if a fault is noticed at a device level, an incident is logged and queued up for action. Concerning the existing MFP devices, the consumables order requires approval from the IAEA's IT Service Desk before sending the order out.

10.2. Toner/parts Management

Only high-quality Original Equipment Manufacturer (OEM) toner(s)/parts shall be supplied for all equipment.

11. On-going Operations and Help Desk Support

- 11.1. The Contractor shall register and update all tickets and issues in the IAEA Incident Management Tools (not accessible outside IAEA LAN). The IAEA will provide access to a dedicated Contractor's personnel.
- 11.2. The Contractor shall undertake daily management and oversight of all activities performed by its personnel, including subcontractors, to satisfy the IAEA requirements as per the SLA.
- 11.3. The Contractor shall notify the IAEA Focal Point on any issues or problems that arise during the contract's life and provide the IAEA with a plan to resolve such problems and coordinate with the IAEA to execute the plan and resolve any identified issue.
- 11.4. The Contractor shall adhere to the resolution deadline agreed upon in the SLA and advise the IAEA on the issue resolution and corrective action status.



- 11.5. The Contractor shall carry out preventative equipment maintenance, including a thorough unit cleaning on agreed scheduled visits.
- 11.6. The Contractor shall fulfil IAEA ad hoc requirements to service equipment outside the IAEA regular working hours. The IAEA might request the Contractor to assist with the printing matters during special events (e.g., conference); in such case, the Contractor shall appoint personnel dedicated exclusively to provide services for the event until it is completely over or until instructed by the IAEA.

12. Provision of Enterprise Device Management Software

- 12.1. As part of the services, the Contractor shall implement Enterprise Device Management Software (hereinafter referred to as the 'EDMS') that provides central, single-point management of networked output devices across the IAEA's network. The EDMS shall be customisable to provide the ability to assess, optimise, and account for all devices across all buildings and locations.
- 12.2. Minimally, the EDMS shall control all equipment covered under the contract.
- 12.3. The EDMS should provide an online error tracking service that both reports as well as tracks the number of errors/problems with machines, downtime, etc., with notifications defined in the process.
- 12.4. Where feasible, when equipment is out of order, the console shows an 'out of order, the technician informed' message on the screen in order to avoid usage and repeat calls to the technician.
- 12.5. The Contractor shall equip all equipment with card readers (legic cards) to provide 'follow me printing' (majority of the IAEA staff are provided with legic cards).
- 12.6. All devices shall be equipped by the Contractor with the possibility to authenticate using card readers and/or Personal Identification Number (PIN) code in case the IAEA staff has no legic card assigned.
- 12.7. The EDMS shall include a range of services, including configuration, management and monitoring of all devices to ensure that they are up and running at all times.



- 12.8. The Contractor shall install the EDMS on IAEA provided virtual machines. It will require two (2) EDMS Server, one (1) for the MTIT LAN and one for the SGIS LAN (Laboratories in Seibersdorf site has dedicated LAN to VIC so they can be managed with the same software servers in the VIC).
- 12.9. The Contractor shall train at least two (2) IAEA staff on how to use EDMS and provide them with the access to run reports and review information gathered through it.
- 12.10. The EDMS shall be hosted inside the IAEA's network (on-premises), i.e., the cloud-based software is not acceptable.
- 12.11. The Contractor shall work closely with IAEA's MTIT staff during hardware and software installations to ensure complete compliance with all IAEA operational, security and software requirements.
- 12.12. The EDMS shall be tested and approved before installation onto the IAEA's network by the IAEA Change Advisory Board (CAB).
- 12.13. Part of the EDMS shall be an Asset Tracking Software with a management process that discovers, tracks, and controls the addition, removal, and movement of all equipment.
- 12.14. The Contractor shall securely affix a standard identification tag to every device maintained by the Contractor. It shall be easily viewed and shall include, but not be limited to the contact information and the unique device ID number.
- 12.15. It is the goal of the IAEA to have minimal work interruption due to malfunctioning devices. The Contractor shall use its EDMS to proactively identify issues with equipment (e.g., paper jam, low toner, etc.) and resolve them before they affect the work of IAEA's staff. The EDMS shall be installed in High Availability infrastructure if possible.
- 12.16. The EDMS shall set printers driver configuration to print B/W or grey scales by default unless specified by the customer to print out in CLR.
- 12.17. The EDMS shall import user data from Active Directory and Structured Query Language (SQL) Server Database; the department field of user accounts is the cost centre. The SQL database has one (1) table with legic number of each user to automate card registration. The IAEA shall be able to register legic cards temporarily directly in the EDMS.



13. Provision of a Dynamic Reporting Facility Software

13.1. The Dynamic Reporting Facility Software (DRFS) shall be capable of:

- a) Device tracking;
- b) Device monitoring;
- c) Reporting device state;
- d) Print tracking;
- e) Cost tracking;
- f) Reporting on cost recovery, and
- g) Print queue management.

13.2. Information gathered by the DRFS shall be presented in easily understandable reports that provide analytics to help improve the overall output environment.

13.3. The DRFS shall be able to provide analytics that ranges from fleet-wide reports down to individual usage reports.

13.4. The DRFS shall track device usage by cost, location, department and user. The department is the cost centre which is an essential factor for invoices and consumable bills and orders.

13.5. The DRFS shall automate administrative operations related to fund administration and payment of invoices.

13.6. The IAEA reserve a right to request scheduled reports at any time. Besides, the IAEA may request the Contractor for ad-hoc reports whenever required.



14. Reporting Requirements

The Contractor shall be able to provide the following reports to the IAEA:

14.1. Customer Invoice

Quarterly (end of months 3, 6, 9 and 12) report based on printout per device grouped by cost centre (department field of users). It should include the consumables, rental, other costs per device to distribute costs to various cost centres.

14.2. Asset Report

Monthly report listing:

- a) All existing devices;
- b) New device installations;
- c) Relocations;
- d) Deletions, and
- e) Each asset listing shall include the device ID, location, model number, serial number, device category, accessories, output volume, contact person, phone number, and installation/deletion date.

14.3. Service History Report

Monthly report showing (the data can be obtained from the IAEA IT Incident Management tools):

- a) Total number of service calls;
- b) Call types;
- c) Calls needing escalation;
- d) Response times for service calls;
- e) On-site repair time;



- f) Call closure rate, and
- g) Customer satisfaction survey results.

14.4. Fleet Level Report

Quarterly report showing:

- a) Device print volume;
- b) Device copy volume;
- c) Device utilisation above or below optimal;
- d) Staff per device;
- e) Downtime percentages;
- f) Any devices below the minimum required up-time, and each device shall include the ID, location, model number, device category, contact person, and phone number.

14.5. Volume/Billing Reporting

Monthly report by fleet and department (cost centre) showing:

- a) Total volume for printing;
- b) Total volume for copying;
- c) Percentage of CLR to B/W;
- d) Number of jobs printed;
- e) Size of jobs printed, and
- f) Reporting shall be used to maintain budget limitations and to discover excessive usage areas. This report is critical to continuous improvement and may also be used for chargeback purposes.



14.6. Optimisation Recommendation Report

Bi-annual report detailing device usage broken down by building and floor. The report shall include:

- a) The Contractor's analysis and a recommended implementation plan, based on industry standards and best practices, to reduce the number of devices, thus driving additional cost savings;
- b) Statistics on which equipment are overused and underused;
- c) The Report shall be in line with the cost centres provided by IAEA.

14.7. Monthly Status Report (MSR)

14.7.1. The Contractor shall create an MSR and send it electronically to IAEA Focal Point no later than the tenth (10th) business day of each month, including the following information:

- a) Service performance;
- b) Device utilisation;
- c) Costs per device based on cost centre;
- d) Device health monitoring report;
- e) Predictive toner replacement report;
- f) Empty cartridge returns and recycling data summary;
and
- g) Incident and 'First visit Fix' rate report.

14.7.2. The MSR shall align with and support the corresponding figures in the invoices. In the event of discrepancies between the MSR and the corresponding invoices, invoice payments may be delayed and/or withheld until such discrepancies are resolved. Where invoices payments are delayed due to such discrepancies, payments will not be subject to interest accruals. The IAEA Purchase Order number should always be mentioned in the invoices as a reference.



15. Document Security

- 15.1. The Contractor shall explicitly state capabilities, such as 'secure release' or 'follow me printing' that can be integrated into the equipment to safeguard sensitive information during the printing process and increases the mobility and productivity of end-users by allowing them to print on any device on the network.
- 15.2. Where feasible or possible, the following should be provided:
 - 15.2.1. The ability to encrypt data as it moves across the network from the user's device to the equipment using several different protocols for encryption, such as Secure Sockets Layer (SSLv3)/Transport Layer Security (TLS 1.3 or higher) and Internet Protocol Security (IPSec);
 - 15.2.2. Shared printing rights, e.g. so that an assistant can pick up the chief's printouts;
 - 15.2.3. Access Control/User Authorisation along with the ability to authenticated user at the device level (using the legic card: number stored on the legic card which is assigned to users and stored in SQL database to sync into EDMS user management portal);
 - 15.2.4. Ability to have an image overwrite feature to electronically 'shred' information stored on equipment hard disk as part of routine job processing; and
 - 15.2.5. Ability to quickly and easily remove hard drives and lock them up for storage, to eliminate risks of unauthorised access when the device is unattended.

16. Transition Requirements

- 16.1. The Contractor shall coordinate with the IAEA for the transition to ensure a smooth transfer of services with minimum scheduled downtime for the IAEA.
- 16.2. The IAEA will provide instructions and help coordinate the transition with due consideration of conference and other meetings scheduled.



- 16.3. During the implementation phase, no administrative overhead costs shall result for the IAEA.
- 16.4. The Contractor shall agree to provide the same assistance and cooperation when the contract ends.

17. Acceptance after Installation

- 17.1. The Contractor shall execute diagnostic routines on the equipment and certifies to the IAEA that the equipment is ready for use by the IAEA.
- 17.2. For a period of ten (10) consecutive business days, each containing at least eight (8) hours of operational use time, the equipment has maintained an adequate level of performance of at least 95%, allowing the IAEA to determine that the equipment performs following the IAEA requirements and the manufacturer's specifications.
- 17.3. The IAEA reserve a right to request the Contractor to replace or remove equipment that does not meet the IAEA requirements or fails to comply with the acceptance test at the Contractor's cost.

18. Staff Orientation

The Contractor shall supply easily accessible instructional/contact information on or near the managed devices to indicate that the device is part of MPS.

19. Equipment Life Span

- 19.1. The equipment shall be less than seven (7) years old and able to copy adequately, scan and print as jointly determined by the IAEA and Contractor. The warranty of all equipment shall be passed on to the Contractor.
- 19.2. Ineligibility (i.e., too old, obscure, or worn out to be reasonably included in the services) shall be jointly determined by IAEA and the Contractor taking into consideration age, cost and availability of parts, reliability, and replacement cost of the equipment into consideration.
- 19.3. The Contractor shall agree to a maximum of nine (9) service calls within a (90) ninety-day period for the IAEA to deem a piece of equipment as dysfunctional. IAEA reserves the right to decide if any dysfunctional equipment needs to be replaced. The IAEA may choose to replace



existing equipment under this contract with a new device listed in **Annex III – Specifications** for the provision of acquired copier/printer/scanner equipment and related installation and support service. The example IAEA HQ floor plan is available in **Annex IV – Floor Plan**.

- 19.4. Removal of any equipment deemed dysfunctional shall be part of this contract and will be done in accordance with IAEA's asset disposal norms.
- 19.5. The IAEA may choose to request a new MFP device under **Annex III – Specifications** for locations not covered in the PMP, and IAEA customers request the additional device to cover the area.

20. Sustainability Criteria

- 20.1. The Contractor shall perform the services in an environmentally conscious manner and incorporate best practices into energy efficiency and conservation standards with performance measurements.
- 20.2. The Contractor shall recycle supply-type items including, but not limited to, toner cartridges and drums.
- 20.3. The 'green' program shall be implemented and managed by the Contractor. The Contractor shall report on the number of items recycled and the related environmental benefit or impact.
- 20.4. The Contractor is responsible for the clean-up of any toner spills that occur.

21. Environmental Requirements

- 21.1. The Contractor shall provide consumables/spare parts that earn the Energy Star (Imaging Devices specification 2.0 or later) or equivalent and are appropriately configured for automatic energy-saving features, as per current Energy Star specifications or equivalent.
- 21.2. The Contractor is encouraged to visit the Energy Star [website](#) for complete product specifications and an updated list of qualifying products. The Energy Star label will be accepted as proof of compliance. The equipment provided to the IAEA shall be ISO 14001 compliant.
- 21.3. The Contractor is responsible for the disposal of equipment upon retirement in an environmentally friendly manner.



22. Equipment Specifications

- 22.1. The Contractor shall provide equipment that meets or exceeds each element of the minimum specifications outlined in **Annex III – Specifications**.
- 22.2. The equipment provided shall fulfil the following requirements:
- 22.1.1. Conform to applicable Austrian and European Union safety, environmental and regulatory standards;
 - 22.1.2. When managed and connected to the EDMS Server, the equipment shall be entirely usable with a single driver (for example, one (1) universal driver to be deployed to end-user desktop computers using a secure print helper spooler on the print server);
 - 22.1.3. Support 'follow me' printing concept;
 - 22.1.4. Have network connectivity using TCP/IP;
 - 22.1.5. Support configuration for Dynamic Host Configuration Protocol (DHCP) and, if requested, static Internet Protocol;
 - 22.1.6. Support the following Operation Systems (OS): Windows OS and Mac OS;
 - 22.1.7. Support turn-off automatically after a period of inactivity (use new technology to wake up once staff stand near the device);
 - 22.1.8. All new MFPs devices shall use legic card or PIN to authenticate on the printer; the existing devices brought in to the MPS shall be equipped with a legic card reader to support the standard follow me printing (except printers explicitly used as local printers only);
 - 22.1.9. Support use of 802.1x network authentication using the certificate to connect to IAEA Virtual LAN (VLAN);
 - 22.1.10. Support use one central spooler queue and driver to present to end-user computers;
 - 22.1.11. Support use of the 'follow me' security concept;
 - 22.1.12. Provide users with the option to collect their printout after authenticating the MFP device connected to the EDMS; and



22.1.13. The new devices shall support and include Optical Character Recognition (OCR) for scanned files to Portable Document Format (PDF) when sending per email.

22.3. The IAEA shall be the first users of the new equipment with no previous placements on rental or lease. Equipment should not be refurbished or have previously been used as a demonstration unit. All device manufactured dates shall be documented and handed to the IAEA Focal Point upon delivery.

22.4. The Contractor shall provide any necessary print drivers for Windows OS, Mac OS and Linux OS for distribution by the IAEA's system to all user computers. Including any patches or upgrades once available to avoid any bugs or security vulnerability issues.

23. Service Level Agreement (SLA)

23.1. The Service Level Agreement (SLA) shall provide for the supply, support and maintenance of HP printers within the Managed Print Service. The Contractor shall comply with the SLA.

Table no. 1. Definition reaction and response time requirements for the HP printers within the Managed Print Service supplied by the Contractor related to repair.

Customer Service Inquiries and Incidents	Requirement
Single Point of Contact	Yes
Support Hours	8:00 – 18:00 CET on Working Days
Working Days*	IAEA Headquarters Working Days
Reporting Medium	Email/Phone
Response Time	Same day
Resolution Time / Final Answer	Next Business Day**

* The up-to-date list of the IAEA Holidays is available at [United Nations Information Service](#)

** 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.

Customer Service Inquiries and Incidents	Normal Priority	High Priority
Potential problem	Example: <i>low toner</i>	Example: <i>Security issues, paper jam, connection loss, loss of central system</i>
Reporting Medium	Email through the IAEA's Incident system	Email through the IAEA's Incident system /Phone
Response Time for the Contractor	One (1) business day	Same day
Resolution Time / Final Answer for the Contractor	Three (3) business days	Next business day

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 HP.

23.1. Guarantees

The Contractor guarantees the following:

- 23.1.1. The full commitment of Contractor's personnel to provide the best service and experience with the new equipment;
- 23.1.2. Training on the operations and functions of the equipment during the installation and as needed throughout the contract;
- 23.1.3. Automatic notification to the IAEA Focal Point of any machine that has required excessive service within 30 days.
- 23.1.4. On-site service shall be performed by the trained and certified Contractor's personnel.
- 23.1.5. 95% up-time for equipment covered by the contract.



23.2. Corrective Maintenance

The Contractor is requested to provide the following:

- 23.2.1. Software upgrades or configuration changes (following a contractual change request); The Contractor shall inform the IAEA when software updates/upgrades are available. The IAEA will inform the Contractor to apply an update/upgrade or not;
- 23.2.2. Replenishment of consumables;
- 23.2.3. Deployment, installation, configuration, repair, replacement, relocation and/or maintenance of devices, decommissioning;
- 23.2.4. Training or knowledge transfer workshops; and
- 23.2.5. All works that could generate downtime of services shall be performed outside working hours. These instances will be agreed on between the Contractor and the IAEA.

23.3. Hours of Service

- 23.3.1. As indicated in paragraph 5.3., the IAEA regular working hours are 08:00 to 18:00 hours. The Contractor shall provide complete coverage from 08:00 hours to 18:00 hours on IAEA working days. In Appendix I, the list of the IAEA Official Holidays is provided. The Contractor is requested to provide services during the IAEA Official working days.
- 23.3.2. All operation hours listed in 23.3.1 shall be included in the SLA.
- 23.3.3. The Contractor should consider dedicated on-site availability of qualified technical personnel during the meeting period until the meeting is finished.
- 23.3.4. The Contractor cannot bill for overtime fees unless the overtime is approved by the IAEA, in writing, before services are rendered.

23.4. Preventive Maintenance

- 23.4.1. The Contractor shall provide preventive maintenance required to maintain the equipment in such condition that it may be operated in accordance with its intended design and functional capacity with minimal incidence of malfunction or inoperative conditions.



23.4.2. The scheduling of preventive maintenance shall be in conjunction with the IAEA Focal Point. Preventive maintenance shall be scheduled so as not to interfere with the IAEA's operations. All results of the preventive maintenance shall be documented and presented in hardcopy, in the English language.

23.5. Unscheduled Remedial Maintenance

23.5.1. The Contractor shall provide unscheduled remedial maintenance and support services for any problems experienced by the IAEA in the use of the equipment, including making necessary adjustments, corrections, replacements or repairs of components, equipment and parts.

23.5.2. The Contractor shall respond by providing a competent service technician trained and qualified by the equipment manufacturer on the equipment installed. The Contractor shall provide service technician or technicians with sound communication skills in German and English and with proven work experience of at least three years.

23.5.3. The IAEA's reserve the right to request the replacement of any such service technician if service is unsatisfactory. The Contractor shall replace him/her without delay. Replacement staff shall have the necessary qualifications and be capable of performing the requirements under the same contractual conditions.

24. Key Performance Indicators

24.1. 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.

24.2. 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.

24.3. A list of the KPIs is available in Appendix III – Key Performance Indicators.



Appendix I – IAEA Official Holidays

Year 2021

No.	Date	Holiday
1.	Friday, 1 January	New Year's Day
2.	Friday, 2 April	Good Friday
3.	Monday, 5 April	Easter Monday
4.	Monday, 3 May	(in lieu of 1 May) May Day
5.	Thursday, 13 May	Eid al-Fitr
6.	Tuesday, 20 July	Eid al-Adha
7.	Tuesday, 26 October	Austrian National Day
8.	Monday, 27 December	(in lieu of 25) Christmas Day
9.	Tuesday, 28 December	(in lieu of 26) St. Stephen's Day

Year 2022

No.	Date	Holiday
1.	Monday, 3 January	(in lieu of 1 January) New Year's Day
2.	Friday, 15 April	Good Friday
3.	Monday, 18 April	Easter Monday
4.	Monday, 2 May	(in lieu of 1 May) May Day
5.	Tuesday, 3 May	Eid al-Fitr
6.	Monday, 11 July	(in lieu of 10 July) Eid al-Adha
7.	Wednesday, 26 October	Austrian National Day
8.	Monday, 26 December	(in lieu of 25 December) Christmas Day
9.	Tuesday, 27 December	(in lieu of 26 December) St. Stephen's Day

Year 2023

No.	Date	Holiday
1.	Monday, 2 January	(in lieu of 1 January) New Year's Day
2.	Friday, 7 April	Good Friday
3.	Monday, 10 April	Easter Monday
4.	Monday, 24 April	(in lieu of 22 April) Eid al-Fitr
5.	Monday, 1 May	May Day
6.	Thursday, 29 June	Eid al-Adha
7.	Thursday, 26 October	Austrian National Day
8.	Monday, 25 December	Christmas Day
9.	Tuesday, 26 December	St. Stephen's Day

Source: [United Nations Information Service](#)



Appendix II – Acronyms of the IAEA's Departments and Divisions

The IAEA organisation structure consists of six (6) departments which include divisions and offices; the acronyms of departments are mentioned below. For the Department of Management, the acronyms for divisions and offices are listed.

- Department of Technical Cooperation (TC);
- Department of Nuclear Energy (NE);
- Department of Nuclear Safety and Security (NS);
- Department of Management (MT):
 - Director General's Office (MT-DGO);
 - Office of Internal Oversight Services (OIOS);
 - Office of Legal Affairs (OLA);
 - Office of Public Information and Communication (OPIC);
 - Office of the Deputy Director General (MT-DDGO);
 - Office of Procurement Services (MTPS);
 - Division of Budget and Finance (MTBF);
 - Division of General Service (MTGS);
 - Division of Conference and Document Services (MTCD);
 - Division of Human Resources (MTHR); and
 - Division of Information Technology (MTIT).
- Department of Nuclear Sciences and Applications (NA); and
- Department – Safeguards (SG).

Upon the request, the IAEA will provide detailed information about its organisational structure.



Appendix III – Key Performance Indicators

No.	KPI	Reporting Information	Requirement
1.	Delivery time of a new equipment	<ul style="list-style-type: none"> - IAEA Purchase Order Number - Date of Order - Date of Delivery 	Four (4) calendar weeks or twenty-eight (28) calendar days
2.	Delivery time for consumables	<ul style="list-style-type: none"> - IAEA Purchase Order Number - Date of Order - Date of Delivery 	One (1) calendar or week or seven (7) calendar days
3.	Quality of the equipment delivered	<ul style="list-style-type: none"> - IAEA Purchase Order Number - Number of units accepted (e.g., 10 out of 10) - Number of units rejected (e.g., 10 out of 10) 	One hundred (100) % of equipment delivered passed the acceptance test
4.	Response Time/Resolution Time for the problems to be resolved by the Contractor	<ul style="list-style-type: none"> - Number of tickets (quarterly based) with the Normal Priority - Average Response Time (e.g., one (1) day) - Average Resolution Time (e.g., three (3) business days) - Number of tickets (quarterly based) with the High Priority - Average Response Time (e.g., same day) - Average Resolution Time (e.g., one (1) business day) 	As per time frames indicated in Table no. 1
5.	Response Time/Resolution Time for the problems which require involvement from HP	<ul style="list-style-type: none"> - Number of tickets (quarterly based) with the Normal Priority - Average Response Time (e.g., one (1) day) - Average Resolution Time (e.g., three (3) business days) - Number of tickets (quarterly based) with the High Priority - Average Response Time (e.g., same day) - Average Resolution Time (e.g., one (1) business day) 	As per time frames indicated in Table no. 2