

Classification name*	Citrix hardware, software, maintenance, support, training, and consultancy services.	 IAEA International Atomic Energy Agency	IAEA Specification Dated 29 Dec 2022
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STATEMENT OF WORK

Provision of Citrix Hardware, Software, Maintenance, Support, Training, and Consultancy Services

1. Scope

This Statement of Work (SOW) describes the IAEA's requirements for the provision of Citrix hardware, software, maintenance support, training, and consultancy services. Additional goods and services may be added as technology evolves.

2. Requirements

The Contractor shall carry out the activities listed here below and provide the deliverables specified.

2.1 Functional and Performance Requirements

The Contractor shall meet the following functional and performance requirements:

2.1.1 Citrix Hardware, Software, Maintenance and Support: The Contractor shall provide, as and when ordered by the IAEA, the following hardware, software, maintenance, and support. The Contractor shall support the IAEA in the estimation and determination of the requirement thereof:

2.1.1.1 Citrix Gateway (NetScaler) Physical Appliances: The Contractor shall support the IAEA in the selection of adequate NetScaler model(s) and in the design of the desired infrastructure.

2.1.1.2 Citrix Gateway (NetScaler) Virtual Appliances (MPX and VPX): The Contractor shall support the IAEA in the selection of adequate NetScaler model(s) and in the design of the desired infrastructure.

2.1.1.3 Citrix Licenses for XenDesktop, XenApp and Citrix Gateway (NetScaler): The Contractor shall support the IAEA in the selection of the most appropriate license model for the IAEA. The Contractor shall provide both Cloud and On-premises licensing models. The Contractor shall give the IAEA the option to increase the licenses on its current form.

Furthermore, the Contractor shall provide a procedure detailing how the IAEA could rapidly purchase many CSP licenses (up to 3000 licenses for XenDesktop and any supported bandwidth for Citrix Gateway appliances) to support an emergency e.g., Pandemic or Disaster Recovery scenario lasting up to a couple of months with monthly payment based on the actual usage. This procedure shall be updated and maintained throughout the duration of the Agreement.

2.1.1.4 Citrix Maintenance: The Contractor shall support the IAEA in the estimation of the required number and type of maintenance contracts and in the selection of the most appropriate maintenance model for the IAEA.

2.1.1.5 Single Maintenance Renewal: The Contractor shall provide a single annual maintenance renewal for all Citrix licenses and hardware (appliances), such that a single contract will be placed annually for all Citrix products on a single date e.g., annually on 30 March.

2.1.1.6 Citrix Support: The IAEA's current Citrix license model includes the Citrix Software Maintenance Program. The Contractor is encouraged to offer an alternative or additional solution for Citrix support. The Contractor shall meet the minimum support requirements detailed in Appendix 1 and shall highlight the benefits of their offer compared to those of the existing Citrix Software Maintenance Program in use by the IAEA.

2.1.2 Citrix Consultancy Services: The Contractor shall provide, as and when ordered by the IAEA, Citrix experts at the IAEA headquarters (Vienna International Centre) or remotely for a requested period to assist in services such as the implementation of new Citrix features, optimization of the existing Citrix environment, configuration of Citrix components and Citrix environment health assessments.

Three types of Citrix consultancy services are required:

2.1.2.1 Citrix Engineer: Typically, this consultant shall be based in Vienna and be employed by the Contractor and assigned to the IAEA (as described in 2.1.3) The Citrix Engineer shall be provided within 10 working days of receipt of an order, unless agreed otherwise with IAEA staff, depending on schedules and urgency. The estimated effort is 15 days per annum.

2.1.2.2 Citrix Consultant (provided via Citrix Professional Services): This consultant shall be employed by Citrix. The Citrix Consultant shall be provided within 15 working days of receipt of the order, unless agreed otherwise with IAEA staff, depending on schedules and urgency. The estimated effort is 10 days per annum.

2.1.2.3 Citrix Trainer on the administration and maintenance of Citrix products including Citrix XenDesktop, Citrix XenApp, and Citrix Gateway (NetScaler), who should be available within 30 working days of receipt of the order. The training shall be provided by a Citrix certified trainer at the IAEA premises, as and when requested by the IAEA in the English language. The estimated effort is 10 days per annum.

The Citrix Consultancy Services in this Section 2.1.2 will be initiated by the IAEA through purchase orders on a call-off basis. For each purchase order, the IAEA will send a written request, containing elaborations, definitions, and deliverables as to the nature of a particular on-request service(s). The Contractor shall provide, at a minimum, a work plan, schedule, and number of days to be allocated to the service.

The Contractor shall commence work upon authorization from the IAEA pursuant to the service. One person day is defined as 8 working hours, not including meals or other breaks. The actual time worked shall be apportioned at the daily rate.

The type of systems impacted by any work and the time needed to complete work determines whether the work can be carried out during normal business hours,

beyond normal business hours, or takes place on Saturday, Sunday, or public holidays. The current normal maintenance windows are scheduled every Thursday from 19:30-22:00 and Saturdays from 08:00-20:00, however times outside these windows may also be requested.

The Contractor shall ensure that installation costs for multiple items which would incur a disproportionate cost compared to the actual effort, shall only be calculated based on the actual effort required and shall be submitted as a quote to the IAEA prior to the issuance of a purchase order and scheduling of the work.

2.1.3 Account management structure: The Contractor shall provide the following account management structure to support the IAEA:

Service Delivery Manager: The Contractor shall provide a Service Delivery Manager, a trusted advisor, to help improve the service delivery from the Contractor to the IAEA and to act as the contact point between the Contractor, Citrix, and the IAEA.

Citrix Engineers: The Contractor shall assign at least 2 Citrix certified engineers to the IAEA's account. The Citrix certification held by the engineers shall be relevant to the Citrix products listed in Section 2.1.1. These engineers will perform all Citrix-related consultancies, infrastructure upgrades and maintenance at the IAEA.

Resumes are to be provided in English for the Service Delivery Manager and Citrix Engineers for IAEA's review of qualifications, certifications, and experience.

The Contractor shall inform the IAEA of any changes to stated personnel during the period of the Contract.

2.1.4 Account meeting: The Contractor shall schedule account status meetings at the IAEA headquarters at a minimum interval of 12 months. This account meeting will be attended by the Contractor (Service Delivery Manager and one Citrix Engineer), the IAEA technical team responsible for Citrix services and a representative of the IAEA Procurement team. A sample agenda could be:

- Review status of existing IAEA projects / activities related to Citrix
- Discuss upcoming IAEA projects / activities related to Citrix
- Review Citrix orders, their delivery dates and co-ordinate the installations and the need for Citrix consultancy services
- Review IAEA asset list of Citrix hardware, software, licenses, and maintenance
- Health check review
- Contractor to brief the IAEA on any new Citrix products or product updates
- Contractor to assess existing IAEA Citrix environment and propose the changes in line with new Citrix products

2.1.5 Helpdesk service: The Contractor shall provide a 24x7 help desk service (phone, email and/or online portal) for placing orders, logging support tickets or escalation of support tickets.

Should the Contractor propose Direct Citrix support under Section 2.1.1.6, then the Citrix Software Maintenance Program phone/email may be used for logging support tickets or escalation of support tickets.

The Contractor should provide an option to include Service Level Agreement (SLA) and escalations detailed in Appendix 2 on top of Citrix support that comes as part of the maintenance contract which shall be submitted as a quote to the IAEA.

2.1.6 Health check: When requested, the Contractor shall provide the IAEA with an annual health check at least 12 weeks before each 12-month contract completion date regarding installed Citrix equipment, software versions, security enhancement, best practice implementation, systems performance and/or other technical areas agreed upon by the Contractor and IAEA. The expected duration of the Health Check shall be a maximum of 1 day of effort for the Contractor's consultant (for example, 2 hours data collection, 4 hours to write report, 2 hours onsite to present to IAEA and discuss).

2.1.6.1. The Contractor shall provide a sample format of the "Health Check" (e.g., the headings to be expected). Some sample headings could include, but are not limited to:

- List of installed hardware, software/firmware versions
- Status of Recommendations from previous Health Check
- New Recommendations (Priority - High, Medium, Low)
- Known Issues
- Redesign Recommendations and improvements
- Technology briefing on new/updated Citrix products

2.1.7 Asset management: The Contractor shall maintain a list of IAEA Citrix assets (hardware, software, licenses) and the corresponding maintenance contracts. The list of assets is to be presented to the IAEA during the Account meeting (Section 2.1.4) and is to be reviewed with the IAEA technical team to ensure the IAEA have the correct number and type of Citrix assets.

2.1.8 Price List: The Contractor shall maintain and update, every 6 months, a list of Citrix goods and services for ordering by IAEA with part numbers and pricing. This price list must be provided in electronic format e.g., via Email or IAEA specific portal.

2.1.9 Guarantee: The Contractor shall guarantee that all supplied hardware and software:

- come from the authorized channel of the producer.
- are eligible for producer's guarantee.
- are eligible for producer's support and service in accordance with producer's policies.
- are accompanied by valid software license.
- are reported back to producer as sold to the customer.

2.1.10 Delivery of Goods: The Contractor shall deliver goods according to the Contract

- one delivery per order unless otherwise agreed with IAEA technical team.
- multiple orders may also be combined to one delivery as long as the IAEA technical contact is clearly marked, and the orders packed separately.

The Contractor shall notify the IAEA of an estimated delivery date within a deviation of +/- 1 week. Deliveries of ordered hardware shall not exceed 6 weeks, unless otherwise agreed between the Contractor and IAEA. The Contractor shall notify IAEA when an order is within 5 business days of delivery to the IAEA.

2.2 Technical Requirements

The Contractor shall meet the following technical requirements:

2.2.1 Safety Regulations: All goods supplied shall comply with Austrian safety regulations for usage and fit for purpose; and

2.2.2 Power Standards: All goods supplied shall comply with Austrian power standards and cabling where applicable.

3. Marking

3.1 All goods shall carry the producer's standard markings and identification numbers for each type of equipment supplied; and

3.2. The goods shall have all safety markings in the English language.

4. Packing

4.1. For shipment by air to the End-User, the goods shall be packed in accordance with international standards that are applicable for the shipment by air of this kind of equipment.

4.2. All goods supplied shall display the IAEA Purchase Order reference number and be visible without having to unpack items; and

4.3. All goods supplied shall include a printed and/or electronic document containing all part descriptions, part numbers, and serial numbers in the delivery.

5. Quality Requirements

5.1. The Contractor shall be a certified Silver, Gold or Platinum Citrix Partner and shall retain the Silver, Gold, or Platinum status certification throughout the duration of the Contract

5.2. The Contractor's technical and consultant personnel shall have the necessary certifications, i.e., Citrix certified, for the equipment and services provided under this agreement.

6. Installation and Training

6.1. The Contractor shall provide/coordinate Citrix training onsite (at IAEA office in Vienna), or remotely, or at another Vienna location, as requested under the consultancy hours service; and

6.2. Most of the installation of the equipment and services will be in Vienna and Seibersdorf in Austria.

7. Deliverable Data Items

7.1. The Contractor shall provide all documentation, operation and servicing manuals and technical drawings in the English language in electronic and/or paper format where appropriate.

Appendix 1: Support Conditions and Service Levels

Feature	Description
Technical support coverage hours	24x7x365
Number of support incidents	Unlimited
Number of admin contacts	Unlimited
Products supported	XenDesktop, XenApp, Gateway (NetScaler)
Support Type	Reactive
Remote support	Using WebEx, MS Teams, Citrix GoToMeeting

Appendix 2: Service Levels and Escalation

Escalation Type	Escalation Time
Critical Priority Escalation	Contractor response within 30 minutes of escalations 24/7
High Priority Escalation	Contractor response within 4 hrs of escalation 24/7
Medium Priority Escalation	Contractor response within 8 hrs of escalation 9/5
Low Priority Escalation	Contractor response within 16 hrs of escalation 9/5