**Compliance Matrix**

*Bidders are requested to demonstrate compliance with the following requirements, and also add any further information in support of their proposal. Please refer to the relevant section of the Statement of Work (SoW) for further explanation of the requirements, as applicable. The information on the below table shall form an integral part of the technical evaluation. Bidders should avoid simply ticking “Yes” without providing further information or evidence to support the claim. Reference can be made to Annexes or other material in the Technical Proposal. Please fill out the below table and include it in your Technical Proposal, together with supporting documentation, as applicable.*

**Table no. 1 – Mandatory Requirements**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **SoW**  **Reference** | **Mandatory Requirement** | **Bidder’s Response**  **Please tick whichever is applicable** | | **Bidder’s Comment** |
| **“Yes”** | **“No”** |
| **Functional and Performance Requirements** | | | | | |
| 1. | 3.1.1. | Is the Bidder a certified HPE reseller and an HPE Platinum partner in the Server, Storage, and Backup hardware domains? | **□** | **□** |  |
| 2. | 3.1.2 | Is the Bidder able to maintain, and update quarterly, a standard reference configuration list for items in the major categories with configurations-IDs? | **□** | **□** |  |
| 3. | 3.1.3. | Can the Bidder supply Care Pack types that can be included in current IAEA support agreements (SAID’s) with HPE? | **□** | **□** |  |
| 4. | 3.1.4. | Is the Bidder able to supply the IAEA with 1 (one) delivery per order, unless otherwise agreed? | **□** | **□** |  |
| 5. | 3.1.5. | Can the Bidder notify IAEA, SGIS, and/or MTIT of an estimated delivery date within a deviation of +/- 1 (one) week, and not exceed 6 (six) weeks for delivery? Additionally, will the Bidder be able to notify the parties above when an order is within 5 (five) business days of delivery to the IAEA? | **□** | **□** |  |
| 6. | 3.1.6. | Can the Bidder schedule quarterly account status meetings at the IAEA Headquarters? | **□** | **□** |  |
| 7. | 3.1.7. | Can the Bidder provide the IAEA with the account management structure, including a help desk number, named account manager(s), and named engineering manager(s)? | **□** | **□** |  |
| 8. | 3.1.8. | Will the Bidder provide the IAEA with a biannual health checks in regard to installed equipment, software versions, systems performance and/or other technical areas agreed upon by the Bidder and IAEA? | **□** | **□** |  |
| 9. | 3.1.11. | Will the Bidder provide technician and consultancy services under the expected Contract within 6 (six) working days of receipt of the order unless agreed otherwise? | **□** | **□** |  |
| **Technical Requirements** | | | | | |
| 10. | 3.2.1. | Will the Bidder be able to ensure all goods supplied will comply with Austrian safety regulations for usage and fit for purpose? | **□** | **□** |  |
| 11. | 3.2.2. | Will the Bidder be able to ensure all goods supplied will comply with Austrian power standards and cabling where applicable? | **□** | **□** |  |
| 12. | 3.2.4. | Will the Bidder be able to ensure on-site technician support will cover tasks such as cabling, moving rack mounted servers, setup of racks and other equipment? | **□** | **□** |  |
| 14. | 3.2.5. | Will the Bidder be able to ensure on-site consulting support will cover design, configuration, and the integration with existing systems, troubleshooting of servers and storage, and miscellaneous data centre issues? | **□** | **□** |  |
| **Marking and Packing** | | | | | |
| 15. | 4.1. | Will the Bidder be able to ensure all goods will carry the standard HPE markings and identification numbers for each type of equipment supplied? | **□** | **□** |  |
| 16. | 5.1. | Will the Bidder be able to ensure all goods supplied will display the IAEA Purchase Order reference number and be visible without having to unpack items? | **□** | **□** |  |
| 17. | 5.2. | Will the Bidder be able to ensure all goods supplied will include a printed and/or electronic document containing all part descriptions, part numbers, and serial numbers in the delivery? | **□** | **□** |  |
| **Quality Requirements** | | | | | |
| 18. | 6.1. | Will the Bidder be able to provide technical and consultant personnel with the necessary certifications, e.g., HPE certified, for the equipment and services provided under this agreement? | **□** | **□** |  |
| **Testing and Acceptance** | | | | | |
| 19. | 7.1. | Is the Bidder able to test Storage Systems and SAN related equipment as part of the installation and handover following HPE standards and best practices? | **□** | **□** |  |
| 20. | 7.2. | Is the Bidder able to test the Storage Systems and SAN related equipment, after installation, together with the End-User to demonstrate that the performance meets the manufacturer’s performance specifications and the minimum requirements specified herein as determined by the IAEA and the End-User? | **□** | **□** |  |
| 21. | 7.3. | Is the Bidder able to document the testing of a System in an acceptance protocol that shall be signed by the End-User? | **□** | **□** |  |
| **Installation and Training** | | | | | |
| 22. | 8.1. | In the case of complex installation activities and configurations or those which are non-standard, or which have been customised for the IAEA environment, will the Bidder provide complete documentation in a suitable standard electronic format, such as “MS Office Suite” and/or PDF? | **□** | **□** |  |
| 23 | 8.2. | Can the Bidder provide/coordinate HPE training onsite (IAEA), or another Vienna locale, through the purchase of consultancy hours by the IAEA? | **□** | **□** |  |
| 24 | 8.3. | The majority of the installation of the equipment and services will be in Vienna and Seibersdorf in Austria, some equipment services and installations will also be required in Monaco, Tokyo, and Toronto. Is the Bidder able to coordinate installation and support via HP at all IAEA offices? | **□** | **□** |  |
| **Deliverance Data Items** | | | | | |
| 25 | 9.1. | Is the Bidder able to provide all documentation, operation and servicing manuals and technical drawings in the English language in Electronic and / or paper format where appropriate? | **□** | **□** |  |