

Statement of Work

Provision of Hewlett-Packard Enterprise Server, Storage and related Products and Services

1. Scope

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 International Atomic Energy Agency (IAEA), through reliable and sustainable services. The Safeguards Within the Department of Safeguards, the Office of Information and Communication Systems (SGIS) 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.

This Statement of Work (SoW) describes the requirements for the provision of Hewlett Packard Enterprise (HPE) Server, Storage and related Products, and related Services (hereinafter referred to as the “Equipment” and the “Services” to both MTIT and SGIS). The Equipment and Services are principally required for the IAEA headquarters at the Vienna International Centre (VIC) located in Vienna, Austria Vienna and the IAEA Laboratories in Seibersdorf, Austria but also in the IAEA’s remote office locations outside of Austria: Monaco, Tokyo (Japan), Rokkasho (Japan), and Toronto (Canada).

The Equipment and Services are required for the provisioning of IT core services to the IAEA.

2. Acronyms

The following acronyms shall apply throughout this SoW unless defined otherwise hereinafter:

FC – Fibre Channel;

HW – Hardware;

MS – Microsoft;

PO – Purchase Order;

SAN – Storage Area Network;

SLA – Service Level Agreement

SPOC – Single Point of Contact and

SW – Software.

3. Requirements

The Contractor shall meet the following requirements:

3.1. Functional and Performance Requirements:

3.1.1. The Contractor shall be an authorized HPE reseller and an HPE Platinum partner in the Server, Storage, and Backup hardware domains.

3.1.2. The Contractor shall maintain, and update quarterly, a standard reference configuration list for items in the major categories with configurations-IDs, including, but not limited to:

- 2 x HPE Reference-Server-Configurations (latest generation BL460c, DL380);
- 2 x HPE 2 HPE Reference-Enclosure-System (c7000, Synergy, or later technologies);
- 3 x HPE Reference-Hyperconverged-Systems (SimpliVity small, large, and extra-large);
- 2 x Reference-Storage-Configurations (3PAR 8000 Series – iSCSI and FC), and
- 2 x HPE Reference-Library-Configuration (MSL, ESL).

These configuration references must be supplemented with all possible modules, components and accessories (e.g., virtual connect module, switch modules, FC card, RAM modules, etc.). Furthermore, the IAEA shall be able to purchase any HPE equipment from the following categories:

- Racks and components (e.g., Rack PDU, Keyboard, KVM, etc.);
- HPE Backup Hardware and Software;
- Intel ProLiant Family Servers;
- HPE-Storage Systems of any class;
- HPE Networking Devices and Components;
- HPE Converged and Hyperconverged Systems;
- HPE Hardware Installation and Maintenance;
- HPE Consulting Services and
- HPE Management Software.

3.1.3. All support Care Packs shall be of a type that can be included in current IAEA support agreements (SAID's) with HPE. 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 PO and scheduling of the work;

- 3.1.4. The Contractor shall deliver Equipment as follows: normally 1 (one) delivery per order unless otherwise agreed with IAEA staff. Multiple orders may also be combined to 1 (one) delivery if the technical contact for MTIT or SGIS is clearly marked and the orders packed separately;
- 3.1.5. The Contractor shall notify IAEA, SGIS, and/or MTIT of an estimated delivery date within a deviation of +/- 1 (one) week. The delivery time of ordered Equipment shall not exceed 6 (six) weeks, unless otherwise agreed with the Contractor and IAEA. Additionally, the Contractor shall notify the parties above when an order is within 5 (five) business days of delivery to the IAEA;
- 3.1.6. The Contractor shall schedule quarterly account status meetings at the VIC only (unless agreed otherwise). The purpose of the meeting will be discussion of the following topics:
- Performance against contractual obligations, e.g., “Incident tickets and/or SLA’s” (if any);
 - Consulting hours: balance and hours utilization, including future demand planning;
 - Equipment orders, their delivery dates and co-ordinate the installations;
 - Status of existing projects/activities;
 - Asset management: The Contractor shall maintain an asset list and it shall be updated and reviewed with IAEA staff with financial true-up to check the spending against the Agreement. Separate accounts shall be maintained for MTIT and SGIS;
 - New projects/products/updates: the IAEA may identify new projects or HPE can brief the IAEA on any new products or updates; and
 - Other business which might arise within the scope of the Agreement.
- 3.1.7. The Contractor shall provide the account management structure, including:
- SPOC – Helpdesk number;
 - SPOC – Key Account Manager (Sales);
 - SPOC – Engineering Manager (Support) and
 - Pool of named Engineers (at least 3 (three) HPE Certified Engineers) to perform the engineering services related to the infrastructure upgrade and maintenance at the IAEA.

Resumes are to be provided for all personnel of the account management structure to review qualifications, certifications, and experience. The IAEA shall be notified of any changes to the designated personnel.

- 3.1.8. The Contractor shall provide the IAEA with a biannual Health Check, 6 (six) weeks after the anniversary date of each semester of the Agreement, regarding installed equipment, software versions, systems performance and/or other technical areas agreed upon by the Contractor and IAEA. The Contractor shall also provide a sample format of the Health Check (e.g., the headings to be expected). Sample headings shall include, but not be limited to: Overview, Status of Recommendations from previous Health Check, Installed Hardware, Software/Firmware Versions, Known Issues, Redesign Recommendations, and Technology Briefing. Each heading shall be rated by a scale to indicate the level of severity. The Health Check shall be performed at no cost. The expected duration of the Health check is 1 (one) day of effort per division (MTIT and SGIS) for the Contractor's personnel e.g., 8 (eight) hours total, comprising: 2 (two) hours data collection, 4 (four) hours to write report, 2 (two) hours onsite to present to IAEA and discuss and be tailored for MTIT and SGIS (separate for each);
- 3.1.9. The Contractor shall provide a trade-in mechanism for used equipment whenever possible;
- 3.1.10. The Contractor shall provide, as required by the IAEA, Equipment with 5 (five) years of maintenance and support and such support shall be extendable until the end of support from HPE. In some cases, such as Equipment for IAEA remote offices in Japan, Equipment without the maintenance and support may be required (Equipment shall be delivered to the VIC and the IAEA will arrange the shipment to Japan);
- 3.1.11. Technician and Consultancy services shall be provided within 6 (six) working days of receipt of the PO unless agreed otherwise with IAEA staff depending on schedules and urgency.

The on-request engineering and documentation services will be initiated by the IAEA through POs on a call-off basis. For PO 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. Upon authorization from the IAEA, the Contractor shall commence work (within 6 (six) working days).

One man/day is defined as eight working hours, not including meals or other breaks. Only the actual time worked shall be invoiced, with portions of a day prorated at the daily rate. Surcharges for travel, meals, and other expenses shall be included when quoting for work in this category. *Note: the type of systems impacted by any particular 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.*

Also note that the current normal maintenance windows are scheduled every second Thursday from 19:30-22:00 and Saturdays from 08:00-20:00, however times outside these windows may also be requested.

3.2. Technical Requirements

For the Equipment to be used in Austria, the Contactor shall meet the following technical requirements:

- 3.2.1. All Equipment shall comply with Austrian safety regulations for usage and fit for purpose;
- 3.2.2. All Equipment shall comply with Austrian power standards and cabling where applicable;
- 3.2.3. All Equipment shall comply with Austrian environmental compliance standards and regulations;
- 3.2.4. On-site technician support shall cover tasks such as cabling, moving rack mounted servers, setup of racks and other equipment; and
- 3.2.5. On-site consulting support shall cover design, configuration, and the integration with existing systems, troubleshooting of servers and storage, training and miscellaneous data centre issues.

In some cases, the IAEA might order the equipment to be used in other counties, for example in Canada or Japan; in these cases, the Contractor shall provide the IAEA with the equipment which will be operable in these counties.

4. Marking

- 4.1. All Equipment shall carry the standard HPE markings and identification numbers for each type of equipment supplied.

5. Packing

- 5.1. All Equipment shall display the IAEA Purchase Order reference number and be visible without having to unpack items; and
- 5.2. All Equipment shall include a printed and/or electronic document containing all part descriptions, part numbers, and serial numbers in the delivery.

6. Quality Requirements

6.1. The Contractor's technical and consultant personnel shall have the necessary certifications, e.g., HPE certified, for the Equipment and Services.

7. Testing and Acceptance

7.1. Testing of storage systems and SAN related equipment shall be part of the installation and handover following HPE standards and best practices;

7.2. The storage systems and SAN related equipment, after installation, shall be tested by the Contractor 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;

7.3. The results of the testing of the Equipment shall be documented by the Contractor in an acceptance protocol that shall be signed by the relevant IAEA end-user.

8. Installation and Training

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, the Contractor shall provide complete documentation in a suitable standard electronic format, such as "MS Office Suite" and/or Portable Document format (PDF);

8.2. The Contractor shall provide/coordinate HPE training onsite at the VIC, or at another Vienna locale, through consultancy hours;

8.3. The Contractor shall coordinate with HPE for equipment services and installations required in remote office locations outside of Austria: Monaco, Tokyo (Japan), Rokkasho (Japan), and Toronto (Canada).

9. Deliverable Data Items

9.1. 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.