

## **IFB-CO-115240-HPE-CLS**

### **Support for the NCI Agency Services' HPE hardware solutions**



### **BOOK II, PART I**

### **STATEMENT OF WORK**

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# TABLE OF CONTENTS

1.1	Purchaser's intent.....	5
1.2	Interpretation of the SoW.....	6
<b>SECTION 2 SCOPE OF WORK .....</b>		<b>7</b>
2.1	Equipment / hardware.....	7
2.2	Locations.....	7
2.3	CLS services .....	7
<b>SECTION 3 CLS SERVICES.....</b>		<b>9</b>
3.1	HPE Datacenter Care Support Contracts .....	9
3.2	HPE Equipment.....	10
3.3	Hardware maintenance.....	10
3.4	On-site technical support .....	12
3.5	On-site training (Optional).....	14
3.6	Remote technical assistance .....	14
<b>SECTION 4 CLS PROCESS .....</b>		<b>18</b>
4.1	CLS planning and management.....	18
4.2	Performance reporting and evaluation .....	18
4.3	End of contract activities .....	19
<b>APPENDIX A. HARDWARE LIST .....</b>		<b>22</b>
<b>APPENDIX B. PACKAGING, HANDLING, STORAGE AND TRANSPORTATION (PHS&amp;T) 43</b>		
<b>APPENDIX C. QUALIFICATIONS FOR ON-SITE PERSONNEL.....</b>		<b>47</b>
Annex A – Lots with serial numbers .....		51

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## INTRODUCTION

[1] The NATO Communications & Information Agency (NCI Agency) is responsible for the in-service support of major NATO Communications and Information Systems. NATO has Datacentres within multiple locations, operated and monitored by the Core Enterprise Services Service Line, located at SHAPE (Mons, Belgium).

### 1.1 Purchaser's intent

[2] This Statement of Work (SoW) covers the Hardware support and firmware version management required to operate and maintain the existing HPE products used in NATO networks and deployed in multiple location and in multiple countries. The agency currently operates several operational HPE Hardware instances; on the NATO SECRET/MISSION SECRET network, NATO RESTRICTED and in the NATO UNCLASSIFIED network. These instances are deployed with different versions.

[3] This SoW defines Contractor tasks and deliverables for providing limited Contractor Logistic Support (CLS) services for a selection of NATO-owned, NATO-operated HPE Hardware.

[4] This Contract will be structured in the form of a framework contract. The framework will define a set of basic, mandatory CLS services as well as optional CLS services. Optional services will be exercised by the Purchaser through the issuing of separate Task Orders.

[5] The following CLS services are covered by this SOW:

- a) development and delivery of a CLS Plan (CLSP) including CLS programme planning and management;
- b) delivery and management of the Support Contracts i.a.w. the CLS Plan.
- c) hardware maintenance;
- d) firmware revision mgmt;
- e) provision of on-site training;
- f) provision of remote technical assistance;
- g) provision of on-site technical support;
- h) CLS performance reporting and reviews.

[6] The services at b), c), g) and h) include optional tasks and deliverables, to be exercised by the Purchaser by the issuing of Task Orders, and to be invoiced by the Contractor, separately.

[7] The Contractor performance period will be one base period, starting from contract start date to end of calendar year, followed by optional years of CLS as specified in the Schedule of Supplies and Services (SSS).

## **1.2 Interpretation of the SoW**

REQ 1. The term “Contractor” shall be interpreted to include the entire Contractor/ Sub-contractors team. All requirements in this SoW, which would apply to a Contractor activity, shall apply equally to sub-contractor activities.

REQ 2. “Shall” and “Shall not” statements shall be interpreted as requirements and are contractually binding. “Should” and “Should not” statements shall be interpreted as requirements that hold a recommendation, only to be ignored by the Contractor with valid reasons. “May” statements shall be interpreted as optional requirements of which the Contractor shall decide whether to implement the requirement or not. “Will” statements are not requirements, but clarifications that explain intent on the part of the Purchaser.

REQ 3. The order of the SoW requirements shall not be interpreted to specify the order in which they must be carried out unless explicitly stated; i.e. the SoW defines all the activities the Contractor’s process should cover. The Contractor’s CLS Plan shall include where and when these occur.

REQ 4. Whenever reference is made to a section, task, or paragraph, the reference shall be construed to include all subordinate and referenced paragraphs.

REQ 5. Whenever requirements are stated herein to “include” a group of items, parameters, or other considerations, “include” shall be construed to mean “include, but not limited to.”

## SECTION 2 SCOPE OF WORK

[8] This chapter contains the clarifications and requirements concerning the scope of work required from the Contractor, as well as the scope of equipment, software and work locations. In addition, the scope of Contractor responsibility for support is defined.

### 2.1 Equipment / hardware

REQ 6. The following HPE equipment shall be in the scope of this Contract:

- a) All hardware listed in Appendix A shall be in scope of this Contract.
- b) All equipment procured by the Purchaser during the CLS performance period shall be included in the scope of this Contract (on-boarding). Respectively, all equipment removed by the Purchaser during the CLS performance period shall be removed from the scope of this Contract (off-boarding). The Purchaser's hardware inventory list in Appendix A shall be updated by the Purchaser and communicated to the Contractor on an annual basis, before the start of each calendar year.

### 2.2 Locations

REQ 7. The Contractor shall perform all on-site services furnished under this Contract at any NATO-facility in any NATO member nation listed in this Contract.

LOT 1 Belgium, Germany, Netherlands

LOT 2 Great Britain

LOT 3 Italy

LOT 4 Norway

LOT 5 Poland

LOT 6 Spain

LOT 7 Turkey.

### 2.3 CLS services

[9] The Purchaser is responsible for HW Maintenance Levels 1, 2 and 3 in the scope of this Contract, including failure identification/isolation and equipment replacement\*, testing and activation, installation of patches and releases, configuration, security accreditation and activation. The Contractor shall be responsible for HW Maintenance Level 4 including disassembly and repair of equipment. This responsibility will be carried out by the Purchaser's maintenance organisation, supported by the CLS services procured through this Contract.

*\*Refer to REQ 23 for equipment under warranty.*

[10] The Purchaser is also responsible for all levels of IT operations (i.e. service management and control), including service desk functions, incident management, problem management, release & deployment management, change management and configuration management. This responsibility will be carried out by the Purchaser's service management and control (SMC) organisation, supported by the \*CLS services procured through this Contract.

*\*Refer to point [13].*

REQ 8. The Contractor shall provide the following CLS services in support of the Purchaser's operation and maintenance activities, and IT operations:

- a) managing of the CLS programme, in accordance with the CLS Plan and the requirements of this Contract, including development and maintenance of a CLS Plan, as defined in Section 4.1, and including end of contract activities as defined in Section 4.3;
- b) procurement, delivery and management of Support Contracts for HPE equipment for all hardware listed in Appendix A, as defined in Section 3.1;
- c) on-boarding of additional HPE Support Contracts for hardware procured during performance period, as defined in Section 3.2;
- d) hardware maintenance as defined in section 3.3;
- e) provision of on-site technical support as defined in Section 3.4;
- f) per Task Order, provision of on-site training as defined in Section 3.5;
- g) provision of remote technical assistance as defined in Section 3.6;
- h) completion of CLS performance reporting and reviews as defined in Section 4.2.

REQ 9. The Contractor shall provide the above services for the period covering the start date (given on the Contract Award) until the end of the calendar year; the option years will cover calendar years. All of the above CLS services are solely the responsibility of the Contractor unless indicated otherwise.

REQ 10. The Contractor shall provide all necessary knowledge, expertise, and resources - to include facilities, services, personnel, materials, tools, software, data, and documentation - needed to accomplish the CLS services requested in this SoW, unless stated otherwise in the requirements of this Contract.

REQ 11. The Contractor shall ensure that all CLS services are conducted in the English language.

REQ 12. The Contractor shall ensure that all CLS services are coordinated with, and approved by, the Purchaser's organisation for operation and maintenance, and IT operations, in accordance with the Purchasers policies and regulations, and without disrupting the Purchaser's operational, maintenance and support activities.

[11] At date of Contract Award, the Purchaser will provide contact details of all personnel involved in coordination and approval, as well as personnel authorised to exercise task orders.



## SECTION 3 CLS SERVICES

[12] This chapter includes the clarifications and requirements for all CLS services. The clarifications and requirements address procurement and management of HPE support contracts, software and software licenses, maintenance of software, on-site training, on-site technical support and remote technical assistance.

[13] The Contractor shall be an accredited HPE service provider/partner. It is understood that the Purchaser will interface and log requests through the HPE Online support system procured by the Contractor through the support contract and that the request will be channelled to the Contractor.

REQ 13. The Contractor shall be HPE Certified and shall maintain its certification throughout the Contract performance period. Certificates shall be provided before each option year.

REQ 14. All Contractor personnel involved in the delivery of the CLS services shall be citizens of NATO-member nations.

REQ 15. All Contractor activities to deliver the CLS services shall be undertaken in a NATO-member nation.

REQ 16. The Contractor shall notify the Purchaser of any products in scope of this Contract that become obsolete as soon as that information is received from the manufacturer. The notification shall address products that are no longer offered but still supported (i.e. end-of-sales), as well as products that are no longer supported (i.e. end-of-support), specifying the date from which this will happen.

REQ 17. The Contractor shall inform the Purchaser about any HPE approved alternatives/superseding items should the original item be no longer available ensuring form, fit and functional requirements. Whenever the Contractor is held to deliver an original product that is no longer available, subsequent to the requirements of this Contract, the Contractor shall provide the alternative upon Purchaser's acceptance at no additional cost.

### 3.1 HPE Datacenter Care Support Contracts

REQ 18. At the beginning of the Contract performance period, the Contractor shall procure and deliver HPE Datacenter Care Support Contracts for all hardware and related software listed in Appendix A.. The Contractor shall ensure that the period of performance of each HPE Support Contract covers the CLS period of performance, entirely. For items already covered by a support contract, the Contractor shall procure a new Support Contract only to cover the remaining time in the CLS performance period.

REQ 19. During the Contract performance period, the Contractor shall procure and deliver additional HPE Datacenter Care Support Contracts requested by the Purchaser through a Support Contract Task Order. The Contractor shall ensure that

the period of performance of additional HPE Datacenter Care Support Contracts cover the remainder of the CLS performance period or a period as indicated in the Task Order.

REQ 20. The Contractor shall include the hardware, for which the additional, optional support contracts have been procured, in the scope of this Contract (on-boarding).

[14] The Purchaser will describe in the Support Contract Task Order in detail for which hardware instance and which type of HPE Datacenter Support Contract is required and for which period. The Purchaser will request the following HPE Datacenter Care Support Contracts containing the following elements from HPE:

HPE Datacenter Care (24/7/365);

- a. Proactive Deliverables, categorized as release and change management type of activities (HPE eng, 1 day per week, during working hours).
- b. Reactive Deliverables, HW repair and SW support service.

### **3.2 HPE Equipment**

REQ 21. During the Contract performance period, additionally procured equipment shall be included in the scope of this Contract for the duration of the Contract performance period (on-boarding). At the start of each calendar year, the Purchaser shall update the list of equipment (Appendix A), to reflect which equipment has been added (on-boarded), and which equipment is no longer under the support contract (off-boarded).

### **3.3 Hardware maintenance**

REQ 22. During the CLS period, the Contractor shall provide hardware maintenance for all hardware in the scope of this Contract from his off-site premises. The Contractor shall execute hardware maintenance through exercising services covered by the applicable Support Contract.

REQ 23. The Contractor shall be required to replace faulty equipment under warranty, as well as the installation, testing and activation of new equipment at all of the locations under this support contract. If specifically requested by the Purchaser, the Contractor shall provide RMA (Return Material Authorisation) instructions to the Purchaser for the return of faulty items to the Contractor.

REQ 24. The Support Contract provided by the Contractor shall include provisions to advance temporary or additional equipment, if the demand requires replacement or extension of the current infrastructure.

REQ 25. Through exercising the item's Support Contract, the Contractor shall repair failed equipment or provide a replacement item, at the highest priority, and through this action restore the hardware to its intended function and performance. For this purpose, the Contractor shall, among other activities, interact with HPE directly, ship faulty equipment to HPE, receive repaired or replacement equipment, and

dispatch repaired/ replaced equipment back to the Purchaser's designated final destination.

[15] The Contractor shall ensure that all services offered in the pertinent HPE Support Contract can be exercised by the Purchaser via the Contractor; it is understood that the Purchaser will interface and log requests through the HPE Online support system and that the request will be channelled to the Contractor.

REQ 26. This includes:

- a) direct access to the HPE self-help support, such as HPE support web sites, web tools, web resources and technical documentation;
- b) direct access to the HPE Support Case Manager, Support Community, and Social Media;
- c) direct access to the HPE Technical Assistance Centre (TAC), twenty-four (24) hours per day, seven (7) days per week;
- d) registered access to HPE.com;
- e) provision of HPE updates and upgrades to HPE supported products.

REQ 27. Upon reception of an equipment item, the Contractor shall investigate the item to the depth required to establish appropriate action, in compliance with the item's associated HPE Support Contract, as soon as possible. The Contractor shall then inform the Purchaser of his plan to have the item repaired or replaced, including an estimate of the turnaround time.

REQ 28. In case an advance replacement item is provided by the Contractor, the faulty items shall not be returned to the Purchaser, but returned to HPE. In such case, the Purchaser will remove the faulty item from its inventory and add the advanced replacement item to its inventory, instead.

REQ 29. Before the Contractor returns a repaired or replacement item back to the Purchaser, the Contractor shall load the item with the same options and software versions to ensure that the returned item retains all licenses, features and software of the original item.

REQ 30. The Contractor shall ensure that the response times for repaired/ replacement items are in accordance with the applicable HPE Support Contracts.

REQ 31. Defect magnetic, solid state and electronic media storage devices (e.g. solid state drives and hard drives) shall remain NATO property, and not be returned to the Contractor when being replaced. Any such defect storage devices shall be replaced by the Contractor with new storage devices at no additional cost to the Purchaser. Defective Media retention shall be included for each item in the HPE Support.

REQ 32. The Contractor shall deliver repaired/ replacement equipment in accordance with the Packaging, Handling, Storage and Transportation (PHS&T) requirements in Appendix B.

### **3.4 On-site technical support**

REQ 33. During the CLS performance period, the Contractor shall include provision for fourteen (14) on-site interventions per calendar year. These 14 interventions are considered 'per-Ticket', and shall be exercised on request of the Purchaser and included in the support contract with no additional cost. On-site interventions may be requested for any of the locations covered by this support contract and are considered inclusive of expenses (travel, subsistence etc.). Interventions not-used during a calendar year shall accumulate into the following year with a maximum of 28 days. Additional on-site support requested by the Purchaser, once the inclusive interventions have been consumed shall be optional and exercised through an On-Site Technical Support Task Order.

[16] The optional On-Site Technical Support Task Order shall be prepared by the Purchaser and include details of software/hardware instance, type of support required and for which period. The Contractor shall provide intervention costs for one (1) work-day and for one (1) weekend day, inclusive of all costs.

REQ 34. The on-site support shall be delivered by Contractor HPE certified engineers, fully qualified to perform any and all support tasks required to restore the software/hardware, in scope of this Contract, to its intended function and performance.

REQ 35. Contractor's personnel on-site shall have the security clearances required by the pertinent NATO and national authorities. The Contractor shall ensure that a sufficient number of his staff holds a NATO SECRET security clearance to perform on-site support.

REQ 36. The Contractor shall ensure that on-site support is provided within two (2) working days after receipt of the Purchaser's request or at such point in time as requested by the Purchaser.

REQ 37. The on-site support shall be provided at any location in scope of this Contract.

REQ 38. When on-site, the Contractor's on-site personnel shall support the Purchaser during the Purchaser's working hours, Monday to Friday, 0830hrs to 1730hrs, Purchaser's timezone, excluding Purchaser's holidays. In exceptional cases, to be agreed by the Contractor, the on-site Contractor personnel shall support special operational and business needs, outside Purchaser's working hours without additional cost to the Purchaser.

REQ 39. The Contractor's on-site personnel shall coordinate with the Purchaser and seek approval from the Purchaser for all his support activities before such activities are commenced.

REQ 40. The Contractor's on-site personnel shall perform support tasks on software/hardware in scope of this Contract, as instructed by the Purchaser, including:

- a) supporting the Purchaser's IT operations activities, including incident and problem investigation, diagnosis, recovery and resolution;

- b) supporting the Purchaser's corrective maintenance activities, including fault identification and isolation, bug fixing, (re-)configuration, verification, accreditation and activation;
- c) Installation/replacement of equipment under warranty.
- d) supporting the Purchaser's preventive maintenance activities;
- e) performing administrative activities;
- f) supporting documentation activities;
- g) providing hands-on training, as specified in Section 3.5.

REQ 41. Prior to arrival on-site, the Contractor shall provide the Purchaser the following information regarding the person who will perform the on-site support.

Scheduled visits should be notified 5 days in advance. Unscheduled/emergency interventions shall be co-ordinated as needed.

- a) full name;
- b) date and place of birth;
- c) passport or national ID-card number;
- d) nationality;
- e) security clearance and expiration date;
- f) vehicle make, model, colour and licence plate (if applicable).

[17] The Purchaser will be responsible for ensuring all documentation and tools, required for the Contractor's on-site personnel to carry out the requested support activities, are available on site.

REQ 42. The Contractor shall report to the Purchaser by e-mail within one (1) week after completing the on-site support. This report shall provide the following information:

- a) report ID;
- b) date of reception of the task order;
- c) date of the report;
- d) PoC details of the Contractor's engineer performing the on-site support;
- e) details of the Purchaser's on-site PoC managing the Contractor's on-site support effort;
- f) account of activities performed during on-site support;
- g) account of time spent;
- h) description of specific problems encountered;
- i) description of solutions implemented;
- j) proposal for follow-on work required;
- k) suggestions for improvement of the system, system operation, system maintenance, or system support;
- l) additionally, the activity shall be tracked on the HPE Ticket system.

### **3.5 On-site training (Optional)**

REQ 43. During the Contract performance period, the Contractor shall deliver optional, on-site, hands-on training, requested by the Purchaser through an On-Site Training Task Order. The Contractor shall provide pricing options for this activity.

[18] The Purchaser will describe in the On-Site Training Task Order in detail:

- a. how many days of on-site, hands-on training are required;
- b. which hardware products from Appendix A will be the subject of training;
- c. at which in-scope location the training is to be provided;
- d. details and prerequisites of the intended students;
- e. resources the Purchaser can bring to bear in support of the training.

REQ 44. The Contractor shall ensure that the training will enable students to perform operation and maintenance of the subject software/hardware product, as is feasible within the number of days requested.

REQ 45. The Contractor shall provide adequate training material, such as student handbooks, learning guides, quick reference cards and evaluation/feedback forms. Training materials shall reuse and reference existing COTS documentation to the maximum extent possible.

REQ 46. The Contractor's personnel delivering the training shall meet a minimum English language proficiency equivalent to SLP 4444, in accordance with NATO STANAG 6001.

REQ 47. The Contractor's personnel delivering the training shall be regarded as on-site support personnel, which shall be subject to the same requirements as contained in Section 3.4.

REQ 48. The Contractor shall ensure that each student is instructed at the end of training to complete and return the evaluation/feedback form. Student feedback shall be consolidated and forwarded to the Purchaser in the form of an e-mail report as specified in Section 3.4.

REQ 49. The Contractor shall produce Training Certificates (certifying attendance) for each training session and student. The certificates shall be delivered to the students at the end of the training session.

[19] The purchaser will organise the training session, provide training equipment and supply general training resources, such as rooms, power, laptops, writing utensils, white boards, projectors, as necessary and when available.

### **3.6 Remote technical assistance**

REQ 50. During the CLS period, the Contractor shall provide remote, technical assistance from Contractor's off-site premises or through the HPE Ticket system which will channel the request to the Contractor. Technical assistance shall be provided at

the request of the Purchaser and in the form of provision of subject matter expertise by a Contractor employee fully qualified to answer detailed engineering and technical questions regarding the function, performance, design and resolution of problems of the products in scope of this Contract.

REQ 51. In response to the Purchaser's request for technical assistance, the Contractor shall provide expert knowledge, opinion or advice within two (2) hours the same day after reception of the Purchaser's request, or if the request is placed outside the Contractor's working hours, or within two (2) hours before Contractor's close of business, within the next working day. Outside of working hours, or within one (2) hour before Contractor's close of business, provide expert knowledge, opinion or advice within the next working day. In all cases, the Contractor's response times shall not be longer than those stipulated by the HPE agreement. The assistance shall be provided remotely, through the HPE interface (off-site premises), to a Purchaser designated contact person.

REQ 52. The Contractor shall establish a call centre (*It is understood that the Purchaser will interface and log requests through the HPE call centre/online support, and that requests will be channelled to the Contractor*) to handle and manage all of the Purchaser's service requests and incident notifications. This call centre shall act as the Contractor's single and central point of contact for all matters concerning the services furnished under this CLS Contract. The Purchaser will use this call centre to invoke any and all services in scope of this Contract.

The Contractor stipulated call centre shall be reachable by phone or e-mail, twenty-four (24) hours a day, seven (7) days per week. The call centre shall be English-speaking under STANAG 3333. Within working hours (Monday to Friday, 0800hrs to 1800hrs CET), the call centre shall confirm reception of the request within 30 minutes, the same day after reception of the Purchaser's request. Contractor's response times shall not be longer than those stipulated by the HPE agreement

REQ 53. The Contractor shall provide the Purchaser with a unique reference number for each service request and incident notification to allow the Purchaser to monitor the status of each request or incident and to escalate if needed.

REQ 54. The Contractor shall offer a web-based service request and incident management tracking tool, the Contractor shall provide access to the personnel authorised by the Purchaser, only. It shall provide continuous tracking of the service requests and incident management, based on a unique reference number/request, clear guidelines in case of service rupture, and one dedicated webpage / customised view per key account. Direct extract available to customer. Self-export to authorised requester. Format of exports must be MS Excel (csv or xls) and fully editable (no protection).

REQ 55. Direct extract shall be made available to customer. Self-export to authorised requester. Format of exports must be MS Excel (csv or xls) and fully editable (no protection). Alternatively, implement (and make available) an automated solution, which allows to receive this information the next business day via email. In

this case the Contractor shall perform on request, within the Service Support Contract, actions to adjust the output (format, order, content, etc.) to the needs of the Purchaser.

REQ 56. All relevant documents shall be updated on the portal / webpage on a weekly basis:

- POCs (Account Manager, Support Engineers)
- Basic Support Information (support times)
- Open cases (INC, RMAs, Support Requests)
- Shipment details (tracking) for equipment in transfer
- Statistics (open cases, resolved tickets, etc.)
- Availability to receive electronic versions of above described documentation via email

The Web Page shall not have down time for more than 5 hours per month.

[20] An initial list of authorised Purchaser personnel will be provided by the Purchaser at Contract Award and will be updated by the Purchaser during the CLS performance period, as necessary.

REQ 57. The Contractor stipulated call centre shall record all service requests and incidents from the Purchaser. The Contractor shall make accessible and available, through its web-based service, any and all recorded data to the Purchaser in such a way that the Purchaser can remotely and continuously monitor the status of every service request and incident. The Purchaser will require this data in support of the Purchaser's own IT operation processes.



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## SECTION 4 CLS PROCESS

[21] This chapter contains the clarifications and requirements pertaining to the CLS process, addressing CLS planning, performance reporting and evaluation, and end-of-Contract activities.

### 4.1 CLS planning and management

REQ 58. At the start of the CLS-period, the Contractor shall develop, provide and implement a CLS Plan (CLSP). The CLSP shall explain in detail how the Contractor intends to fulfil all requirements in this SoW.

REQ 59. The CLS Plan shall include:

- a) a description of the Contractor's CLS organisation;
- b) a description of how the contractor will interface with the purchaser, including pertinent communication channels, points of contact and contact details;
- c) a description of the CLS product baseline;
- d) a description of the Contractor's pertinent procedures for initiation, execution and closure of each of the CLS services specified in this SoW.

REQ 60. The Contractor shall conduct CLS activities in accordance with the Purchaser accepted CLS Plan. Acceptance of the CLS Plan shall not in any manner change the requirements of this contract.

REQ 61. The CLS Plan shall be considered a living document and as such shall be updated as necessary by the Contractor, with the Purchaser's concurrence, throughout the contracted CLS period.

### 4.2 Performance reporting and evaluation

REQ 62. During the CLS-period, the Contractor shall provide the Purchaser with a CLS performance report once a month.

REQ 63. The monthly CLS Report shall describe in detail all work performed under this contract, in the preceding month, including

- an account of all service requests placed by the Purchaser through the Contractor's call centre;
- an account of all incidents of failed hardware transmitted to the Contractor;
- an account of all task orders received from the Purchaser;
- an account of all HPE support contracts ordered by the Purchaser and procured by the Contractor;
- an account of all HPE support services invoked by the Contractor and performed by HPE;
- an account of all hardware maintenance activities performed by the Contractor;
- an account of all on-site support activities ordered by the Purchaser and performed by the Contractor;

- an account of all on-site training ordered by the Purchaser and performed by the Contractor;
- an account of all technical assistance activities performed by the Contractor.

REQ 64. During the CLS performance period, the Contractor shall organise two CLS performance reviews. The first review shall be at the half-way point of the contracted CLS period. The second review shall be no later than two (2) months before the end of the contracted CLS period.

[22] Invoices shall be edited by the Contractor and received upon completion of each performance review, that is to say twice during the CLS period.

REQ 65. The first CLS performance review shall be conducted face-to-face at a Purchaser designated NATO facility. The second review shall be through teleconferencing or in front of the Purchaser, at the Contractor's premises or at a NATO facility, to be determined by the Purchaser.

REQ 66. Each CLS performance review shall evaluate the CLS performance of the Contractor during the preceding period and discuss future activities as may be determined by the Contractor and the Purchaser.

REQ 67. The Purchaser will chair the CLS performance review. The Contractor shall initiate and organise the review meeting, provide the agenda, and record and produce the minutes of the meeting for approval by the Purchaser.

REQ 68. The performance evaluation shall be based on the thresholds stipulated by the HPE Service Level Agreement (SLA); non-compliances shall be reported in the monthly CLS Report and discussed during the CLS Performance reviews.

REQ 69. The Contractor shall ensure that the response and resolution times are in accordance, and shall not exceed those defined in the applicable SLA.

REQ 70. On-site response time for installation, replacement or technical support shall not exceed 24 hours from time of request.

REQ 71. Remote/on-line support response times shall conform to the HPE 4-hour call to restoration commitment.

REQ 72. Compliancy will be evaluated on response/resolution times equal and above 95% of the HPE SLA.

REQ 73. Non-compliancy will be evaluated on response/resolution times below 95% of the HPE SLA.

REQ 74. Non-conformancies are subject to penalties and credits as described in the special provisions of the contract.

### **4.3 End of contract activities**

REQ 75. Within two (2) weeks after the end of this CLS Contract, but only at the request of the Purchaser, the Contractor shall provide a final CLS report. The Final

CLS report shall be a summary of all preceding CLS performance reports and describe in detail all work performed under this contract.

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## **APPENDIX A. HARDWARE LIST**

[23] The complete list of all HPE hardware (inclusive of part-numbers and serial numbers) in the scope of this Contract is contained in Annex 1 to this SoW. The indicative list is included in this Appendix and shown below:

[24] LOT 1 Belgium, Germany and the Netherlands

CLIN	Description	Qty.
1	HDD, 500GB SATA 2.5 3G-SGT	4
2	HP 1200W CS Plat PL HtPlg Pwr Supply Kit	24
3	HP 1200W CS Slvr Ht Plg Pwr Supply Kit	117
4	HP 146GB 6G SAS 15K 2.5in SC ENT HDD	24
5	HP 16GB 2Rx4 PC4-2133P-R Kit	120
6	HP BL460c G7 CTO Blade	136
7	HP BL460c G7 X5650 6G 1P Svr	1
8	HP BL460c Gen9 10Gb/20Gb FLB CTO Blade	1
9	HP BLc Cisco 1GbE 3020 Switch Opt Kit	60
10	HP BLc3000 CTO Encl	27
11	HP BLc3000 CTO Enclosure	1
12	HP BLc3000 DDR2 OA Rotate LCD Kit	29
13	HP BLc3000 Twr CTO Enclosure	2
14	HP DL160 Gen8 E5-2640 Perf EU Svr	2
15	HP DL160 Gen8 SFF CTO Server	27
16	HP DL170e G6 Node 1U CTO Svr	32
17	HP DL360 Gen9 8SFF CTO Server	2

18	HP DL380G7 SFF CTO Server	17
19	HP DL560 Gen9 CTO Mod-X	12
20	HP DL560 Gen9 E5-4640v3 Kit	12
21	HP DL580R07 (E7) CTO Server	6
22	HP Ethernet 1Gb 4-port 331T Adapter	24
23	HP FlexFabric 10Gb 2P 534FLR-SFP+ Adptr	3
24	HP H240 FIO Smart HBA	2
25	HP P2000 G3 FC 24x300GB SFF Reman Bundle	1
26	HP P2000 G3 iSCSI 24x600 SAS SFF Bundle	1
27	HP P2000 G3 iSCSI MSA 2-cntrl SFF Array	35
28	HP P2000 G3 MSA 2-cntrl SFF Reman Array	2
29	HP P2000 SFF Modular Array Reman Chassis	6
30	HP P2000 SFF Modular Smart Array Chassis	2
31	HP ProLiant e2000 G6 Chassis	10
32	HP SB1760c Tape Blade	24
33	HP SB1760c Tape Blade ROHS2 Kit	4
34	HP SN1000Q 16Gb 2P FC HBA	2
35	HP Ultrium 448c Tape Blade ALL	2



36	HPE 16GB 1Rx4 PC4-2400T-R Kit	4
37	HPE 16GB 1Rx4 PC4-2666V-R Smart Kit	24
38	HPE 16GB 2Rx4 PC4-2400T-R Kit	32
39	HPE 1TB SAS 7.2K SFF SC DS HDD	4
40	HPE 240GB SATA RI SFF SC DS SSD	4
41	HPE 300GB SAS 10K SFF SC DS HDD	12
42	HPE 300GB SAS 15K SFF SC HDD	8
43	HPE 32GB 2Rx4 PC4-2400T-R Kit	32
44	HPE 32GB 2Rx4 PC4-2666V-R Smart Kit	16
45	HPE 400GB SAS 12G MU SFF SC DS SSD	6
46	HPE 460W CS Gold Ht Plg Pwr Supply Kit	1
47	HPE 500W FS Plat Ht Plg Pwr Supply Kit	8
48	HPE BL460c Gen9 10Gb/20Gb FLB CTO Blade	8
49	HPE BLc3000 Dual DDR2 Onboard Admin Kit	29
50	HPE DL120 Gen9 8SFF CTO Server	2
51	HPE DL360 Gen10 8SFF CTO Server	80
52	HPE DL360 Gen10 Xeon-G 6148 FIO Kit	3
53	HPE DL360 Gen10 Xeon-G 6148 Kit	3

54	HPE DL360 Gen9 8SFF CTO Server	90
55	HPE DL360 Gen9 E5-2620v4 1P 16G Svr/TV	13
56	HPE DL360 Gen9 E5-2640v4 Kit	4
57	HPE DL380 Gen10 5118 Xeon-G Kit	2
58	HPE DL380 Gen10 8SFF CTO Server	2
59	HPE DL380 Gen9 8SFF CTO Server	2
60	HPE Eth 10Gb 2p 535FLR-T Adptr	2
61	HPE Eth 10Gb 2p 535T Adptr	2
62	HPE FlexFabric 10Gb 2P 556FLR-SFP+ Adptr	4
63	HPE iLO Adv 1-svr Lic 3yr Support	2
64	HPE iLO Adv BL incl 3yr TSU 1-Svr Lic	2
65	HPE iLO Adv incl 3yr TSU 1-Svr Lic	3
66	HPE MSA 1040 2Prt SAS DC SFF Strg	8
67	HPE MSA 2040 ES LFF Chassis	1
68	HPE MSA 2040 ES SAN DC SFF Storage	3
69	HPE MSA 2042 SAN DC SFF Storage	2
70	HPE MSA 2050 SAN DC SFF Reman Storage	12
71	HPE MSA 2050 SAN DC SFF Storage	14

72	HPE MSA 2052 SAN DC SFF Storage	1
73	HPE MSL4048 0-Drive Tape Library	1
74	HPE Smart Array P408i-a SR Gen10 Ctrlr	2
75	HPE Smart Array P408i-p SR Gen10 Ctrlr	3

## [25] LOT 2 United Kingdom

CLIN	Description	Qty.
1	Aruba 2930F 48G PoE+ 4SFP+ Switch	30
2	HP Compaq 8000 Elite CMT Business PC	2
3	HP Compaq dc7900 Convertible Minitower	4
4	HP NG RP3410 PA8900 Server	6
5	HP rp3410 PA8900 800MHz 1Wy Svr Solution	1
6	HP rp3410 with 1 Spare 146gb DD Server	9
7	HP rx2800 i4 Rack-Optimized Server	5
8	HP ZBook 14 G2	1
9	HPE DL360 Gen10 8SFF CTO Server	1
10	HPE DL360 Gen9 8SFF CTO Server	4
11	HPE rx2800 Rack-Optimized Server	2
12	MSA 2040	2

[26] LOT 3 Italy

CLIN	Description	Qty.
1	HP 3PAR 7000 4-pt 8Gb/s FC Adapter	2
2	HP 3PAR 7000 Service Processor	1
3	HP 3PAR StoreServ 7200 2-N Storage Base	1
4	HP M6710 2.5in 2U SAS Drive Enclosure	1
5	HP M6710 900GB 6G SAS 10K 2.5in HDD	8

## [28] LOT 4 Norway

CLIN	Description	Qty.
1	HP 3PAR 8000 4-pt 16Gb FC Adapter	4
2	HP 3PAR 8000 SFF(2.5in) Fld Int Drv Encl	2
3	HP 8/24 Base 16-ports Enabled SAN Switch	8
4	HP 8/40 Base 24-ports Enabled SAN Switch	6
5	HP 8/80 Base 48-ports Enabled SAN Switch	2
6	HP BL490c G6 CTO Blade	227
7	HP BLc Cisco 1/10GbE 3120X Switch	84
8	HP BLc7000 CTO 3 IN LCD ROHS Encl	23
9	HP B-series 8/24c BladeSystem SAN Switch	42
10	HP DL320 G6 CTO Server	3
11	HP DL380G5 CTO Chassis	2
12	HP EVA M6412A 1TB FATA Drive	64
13	HP EVA M6412A 450GB 15K FC Drive	431
14	HP EVA4400 Dual Controller Array	3
15	HP EVA6400 for Multi Product Rack	3
16	HP M6412-A Fibre Channel Drive Enclosure	45

CLIN	Description	Qty.
17	HP M6720 4TB 6G SAS 7.2K 3.5in HDD	28
18	HP MSL4048 1 LTO-4 Ultrium1840 FC TP Lib	2
19	HP MSL8096 2 LTO-4 Ultrium1840 FC TP Lib	2
20	HP MSM466 Dual Radio 802.11n AP (WW)	2
21	HP MSM760 Access Controller	16
22	HP MSM760 Premium Mobility Controller	1
23	HP NG RP3410 PA8900 Server	3
24	HP OEM DL380G6 CTO Server	12
25	HP rx2800 i2 Rack-Optimized Server	1
26	HP server rp3440-4 Solution	8
27	HPE 300GB SAS 15K SFF SC HDD	24
28	HPE 3PAR 8000 3.84TB SFF FE SSD	76
29	HPE 3PAR 8000 3.84TB+SW SFF FE SSD	4
30	HPE 3PAR 8000 3.84TB+SW SFF SSD	1
31	HPE 3PAR 8000 4TB SAS 7.2K LFF HDD	1
32	HPE 3PAR 8000 LFF(3.5in) Fld Int Dr Encl	1
33	HPE 3PAR 8440 4N+SW Storage Field Base	4

CLIN	Description	Qty.
34	HPE 3PAR StoreServ 7400c 4N Fld Int Base	6
35	HPE 3PAR StoreServ 8400 4N Fld Int Base	5
36	HPE DL360 Gen9 E5-2620v3 SAS EU Svr/TV	1
37	HPE DL380 Gen9 24SFF CTO Server	108
38	HPE DL380 Gen9 8SFF CTO Server	20
39	HPE DL380 Gen9 E5-2609v3 1P 8GB 8SFF Svr	4
40	HPE M6710 1.2TB 6G SAS 10K 2.5in HDD	2
41	HPE M6710 1.92TB SFF SSD	20
42	HPE M6710 SFF(2.5in) SAS Fld Int Dr Encl	1
43	HPE M6720 3.5in 4U SAS Drive Enclosure	1
44	HPE M6720 4TB 6G SAS 7.2K 3.5in HDD	1
45	HPE StoreOnce 3640 48TB Cap Upg Kit	1
46	HPE StoreOnce 3640 48TB System	1
47	HPE StoreOnce 5100 48TB System	55
48	HPE StoreOnce Gen4 10/25Gb SFP Card	9
49	HPE StoreOnce Gen4 16Gb FC Network Card	5
50	HPE SY 480 Gen10 CTO Cmpt Mdl	6



CLIN	Description	Qty.
51	HPE SY 480 Gen10 PCIe x4 Exp Mod	2
52	HPE Synergy 12000 CTO Frame 10x Fan	4
53	HPE Synergy 50Gb Interconnect Link Mod	1
54	HPE Synergy Composer	4
55	HPE Synergy Composer2 Appliance	2
56	HPE Synergy12000 CTO Frame 1xFLM 10x Fan	1
57	HPE VC SE 100Gb F32 Module	9

## [29] LOT 5 Poland

CLIN	Description	Qty.
1	Aruba 2930F 48G PoE+ 4SFP+ Swch	5
2	HP 0x2x16 KVM SVR CNSL G2 SW	1
3	HP 0x2x8 KVM SVR CNSL G2 SW	2
4	HP 1810-48G Switch	6
5	HP 2610-24-PPoE Switch	10
6	HP 2810-24G Switch	4
7	HP 3500-24G-PoE YI Switch	9
8	HP 3PAR StoreServ 7200 2-N Storage Base	9
9	HP 5406 zl Switch with Premium Software	1
10	HP 6300 EVA FC SFF Combo Field Kit	1
11	HP 8/24 Base 16-ports Enabled SAN Switch	6
12	HP 8/8 (8)-ports Enabled SAN Switch	2
13	HP 8/8 Base (0) e-port SAN Switch	8
14	HP 8/80 Base 48-ports Enabled SAN Switch	1
15	HP BL460c G6 CTO Blade OEM	8
16	HP BL460c G6 E5520 6G 1P Svr	4

CLIN	Description	Qty.
17	HP BL460c G6 X5550 6G 1P Svr	2
18	HP BL460c G7 X5675 12G 1P Svr	12
19	HP BL460c Gen8 10/20Gb FLB CTO Blade	50
20	HP BL460c Gen8 E5-2620 1P 16GB Svr	7
21	HP BL460c Gen8 E5-2640 1P 32GB Svr	7
22	HP BL460c Gen8 E5-2660 2P 64GB Svr	6
23	HP BL460c Gen8 E5-v2 10Gb FLB CTO Blade	4
24	HP BL460c Gen9 10Gb/20Gb FLB CTO Blade	25
25	HP BL460c Gen9 E5-2670v3 2P 128GB Svr	6
26	HP BL660c Gen8 E5-4617 4P 128GB Svr	1
27	HP BLc7000 1 PH 2 PSU 4 Fan Full ICE Kit	6
28	HP BLc7000 1 PH 2 PSU 4 Fan Trl ICE Kit	1
29	HP BLc7000 CTO 3 IN LCD ROHS Encl	5
30	HP BLc7000 CTO Enclosure	2
31	HP DL360p Gen8 8-SFF CTO Server	3
32	HP DL380G7 SFF CTO Server	1
33	HP DL380G7 X5660 Perf EU Svr	2

CLIN	Description	Qty.
34	HP DL380R04 CTO US Chassis	1
35	HP DL380R05 E5420 2G Base EU Svr	5
36	HP E5406 zl Switch Chassis	43
37	HP E5412 zl Switch Chassis	18
38	HP E-MSM422 Access Point (WW)	3
39	HP Indoor Omni 2.5/6dBi MIMO 6 Elmnt Ant	7
40	HP Integrity BLc7000 CTO Enclosure	1
41	HP MSA 1040 2Prt FC DC SFF Strg	4
42	HP MSM466 Dual Radio 802.11n AP (WW)	10
43	HP MSM760 Access Controller	3
44	HP MSM760 Premium Mobility Controller	1
45	HP OEM DL380G6 CTO Server	2
46	HP WS460c Gen8 CTO Graphics Exp Blade	4
47	HPE 1820 24G Switch	5
48	HPE 24-port SFP v2 zl Module	59
49	HPE BL460c G9 E5v4 10/20Gb FLB CTO Blade	1
50	HPE BL460c Gen9 10Gb/20Gb FLB CTO Blade	3

CLIN	Description	Qty.
51	HPE DL180 Gen9 12LFF CTO Server	1
52	HPE DL360 Gen10 5118 1P 32G 8SFF WW Svr	3
53	HPE DL360 Gen9 8SFF CTO Server	2
54	HPE DL380 Gen10 8SFF CTO Server	3
55	HPE DL380 Gen9 8SFF CTO Server	3
56	HPE MSA 1040 2Prt FC DC SFF Strg	2
57	HPE MSA 1050 1GbE iSCSI DC LFF Storage	1

[31]

[32] LOT 6 Spain

CLIN	Description	Qty.
1	HPE 5130 24G SFP 4SFP+ EI Switch	12
2	HPE 5130 48G 4SFP+ 1-slot HI Switch	10
3	HPE 5510 24G SFP 4SFP+ HI Switch	4
4	HPE X361 150W AC Power Supply	1

## [34] LOT 7 Turkey

CLIN	Description	Qty.
1	HP 16GB 2Rx4 PC4-2133P-R Kit	16
2	HP 2400W Gold Ht Plg Pwr Supply Kit	6
3	HP 300GB 6G SAS 10K 2.5in SC ENT HDD	26
4	HP 3PAR 7000/7450 OS Suite E-Media	1
5	HP 3PAR 8000 4TB SAS 7.2K LFF HDD	22
6	HP 3PAR 8000 LFF(3.5in) Fld Int Drv Encl	2
7	HP 3PAR 8000 SFF(2.5in) Fld Int Drv Encl	2
8	HP 3PAR StoreServ 8400 2N Fld Int Base	1
9	HP 3PAR StoreServ Mgmt/Core SW E-Media	1
10	HP 8/40 Base 24-ports Enabled SAN Switch	2
11	HP 8GB 1Rx4 PC3-12800R-11 Kit	40
12	HP BL460c Gen8 10/20Gb FLB CTO Blade	5
13	HP BL460c Gen8 E5-2680 Kit	5
14	HP BL460c Gen9 10Gb/20Gb FLB CTO Blade	8
15	HP BL460c Gen9 E5-2650v3 Kit	8
16	HP BLc VC 1G SFP SX Transceiver	6

CLIN	Description	Qty.
17	HP BLc VC Flex-10 Enet Module Opt	2
18	HP BLc7000 CTO 3 IN LCD Plat Enclosure	1
19	HP BLc7000 CTO 3 IN LCD ROHS Encl	1
20	HP DL380G5 CTO Chassis	2
21	HP EVA M6412A 1TB FATA Drive	60
22	HP EVA M6412A 450GB 15K FC Drive	160
23	HP EVA8400 22GB Cache Multi Product Rack	1
24	HP Flex-10 10Gb 2P 530FLB FIO Adptr	5
25	HP M6412-A Fibre Channel Drive Enclosure	20
26	HP MSA 2040 16Gb SW FC SFP 4 Pk	1
27	HP MSA 2040 LFF Disk Enclosure	2
28	HP MSA 2040 SAN DC SFF Storage	1
29	HP MSA 600GB 6G SAS 10K 2.5in DP ENT HDD	60
30	HP MSL4048 2 LTO-4 Ultrium1840 FC TP Lib	1
31	HP MSL4048 2 Ultrium960 4 Gb FC Library	1
32	HP OEM DL380G6 CTO Server	10



CLIN	Description	Qty.
33	HP P2000 2TB 6G SAS 7.2K 3.5in MDL HDD	24
34	HP QMH2572 8Gb FC HBA	5
35	HP Smart Array P244br/1G FIO Controller	8
36	HP Ultrium 960 in 3U Rack 1 Drive	1
37	HP Universal Rack 10642 G2 Shock ALL	2
38	HPE 3PAR 8000 400GB SAS MLC SFF SSD	10
39	HPE 8/40 SAN Switch 8Gb 8-port Upg LTU	4
40	HPE Basic 7.3kVA/60309/C19/INTL PDU	4
41	HPE D2700 Disk Enclosure	2
42	HPE SN3000B 24/12 FC Switch	3

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## **APPENDIX B. PACKAGING, HANDLING, STORAGE AND TRANSPORTATION (PHS&T)**

REQ 76. Regarding PHS&T, the Contractor shall interact with the Purchaser through the e-mail addresses listed below. This includes delivery of Notices of Shipment, Packing lists, Warranty instructions, shipment instructions and Requests for Forms 302.

- a. [carlo.aniballi@ncia.nato.int](mailto:carlo.aniballi@ncia.nato.int)
- b. [marek.rozynski@ncia.nato.int](mailto:marek.rozynski@ncia.nato.int)
- c. [Lothar.Meinel@ncia.nato.int](mailto:Lothar.Meinel@ncia.nato.int)

REQ 77. The Contractor shall be responsible for transportation of procured/ repaired/ replacement equipment from its site in a NATO nation to the Purchaser's designated final destination in a NATO nation. The Contractor shall also be responsible for any shipments from and to VTC. The Contractor shall be responsible for any packaging, handling, storage, customs clearance and insurance covering these shipments.

[35] The Purchaser will be responsible for shipment of faulty equipment to the Contractor's designated central receipt and dispatch location in a NATO nation.

REQ 78. The Contractor shall, for the purpose of transportation, package, crate, or otherwise prepare items in accordance with the best commercial practices for the types of equipment involved, giving due consideration to shipping and other hazards associated with the transportation of consignments overseas.

REQ 79. The Contractor shall use packaging materials that are reusable by the Purchaser for sending failed items of the same type.

REQ 80. The packages, pallets and/or containers in which equipment are shipped to the Purchaser, in addition to normal mercantile marking, shall show on a separate nameplate the designation:

"NSII Equipment"

<<CLS Contract number>>

"Building"

"Street"

"Place"

"Country"

REQ 81. Packing lists shall accompany each shipment. Each packing list shall include:

- a) the designation "NSII Equipment";
- b) the Purchaser's CLS Contract number;
- c) names and addresses of the Contractor and the Purchaser;
- d) names and addresses of the Carrier, Consignor and Consignee (if applicable and different from Contractor or Purchaser);
- e) Accounting code (to be provided by the Purchaser);
- f) PoC details and address of final destination (to be provided by the Purchaser);
- g) for each item shipped: nomenclature; part number and serial number;
- h) for each box, pallet and container: box/pallet/container identification number and number of boxes/pallets/containers; weight; dimensions.

REQ 82. Two (2) copies of the packing lists shall be fastened in a weather-proof, sealed envelope on the outside of each box, palette and/ or container, and one packing list shall be put inside each container/box.

REQ 83. The Contractor shall provide the Purchaser with a Notice of Shipment in advance of each shipment to the Purchaser. One copy of the packing list shall be attached to this notice. All shipments shall be carried out in close co-ordination with the Purchaser's PoC at final destination.

REQ 84. In the case of hazardous substances, such as Li-ion batteries, and goods requiring export licenses the Contractor shall ensure that all required forms and certificates are provided and that all procedures for such goods are followed.

[36] All shipments received by the Purchaser at final destination will be inspected visually to ensure that no damage has occurred during transport and that all packages, boxes and containers detailed in the packing list have been accounted for. The Purchaser will inform the Contractor immediately if any visual damage is encountered or if the shipment is incomplete. In such case, the Purchaser will not accept the shipment and await further instruction from the Contractor.

REQ 85. The Contractor shall be responsible for customs clearance of all shipments to the Purchaser. It is the Contractor's responsibility to take into account delays at customs. He shall therefore consider eventual delays and arrange for shipment in time. Under no circumstances can the Purchaser be held responsible for delays incurred, even when utilising Purchaser provided Customs Form 302.

REQ 86. Prior to a shipment by the Contractor, the Purchaser will upon request issue a Customs form 302, which in some cases supports the duty free import/export of goods. The Contractor shall be responsible for requesting the issue of a form 302 at least ten (10) working days prior to shipment. The request is normally processed by the Purchaser within three (3) working days. The requested 302 forms will be sent by courier. The original 302 forms shall accompany the shipment and therefore no fax or electronic copy will be used, nor provided to the Contractor.

REQ 87. If a country refuses to accept the Form 302 and requires the payment of customs duties, the Contractor shall pay these customs duties and the Purchaser will reimburse the Contractor at actual cost against presentation of pertinent supporting documents. Should such an event occur, the Contractor shall immediately inform the Purchaser by the fastest means available and before paying, obtain from the Customs Officer a written statement establishing that his Country refuses to accept the Form 302.

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## APPENDIX C. QUALIFICATIONS FOR ON-SITE PERSONNEL

REQ 88. Required qualifications for the on-site intervention personnel for software support:

- Five (5) years practical experience in the design, development, implementation, testing and maintenance of HPE solutions, in particular HPE Network Automation;
- HPE certified engineer qualification
- HPE NNMi (and pre-decessors) and UIM practical experience in the design, development, implementation, testing and maintenance of Network solutions;
- managerial and supervisory experience within a LAN/WAN control centre;
- broad knowledge as a system manager of IT Environments lifecycle maintenance;
- experience of on-line performance, accounting, fault, security and configuration management of digital networks and associated transmission systems; including routing and switching systems in support of data and voice;
- experience of business process re-engineering;
- experience in the production of Standard Operating Procedures;
- Spoken and written English (3333, as defined in STANAG 6001);
- National Security clearance (NATO secret).

Additional required qualifications for the training personnel:

- Experience of providing HPE Software Training to technical and non-technical staff in English.

[37] Desirable Skills for the on-site intervention and training personnel:

- a CISCO Certified Network Associate (CCNA) qualification;
- recent experience in working with NATO and be familiar with the Organisation's method of operation, or have multi-national experience;
- a wide breath of knowledge of Secure information systems and their management;

- experience of working within a Secure Military Environment;
- experience of REMEDY (ITSM) , NATO's central fault management application;
- an awareness of Voice and MPLS technologies;
- proven knowledge of service driven environments.

REQ 89. Required qualifications for the on-site intervention personnel for equipment support:

- Five (5) years practical experience in the design, development, implementation, testing and maintenance of HPE solutions, in particular HPE Network Automation;
- HPE certified engineer qualification
- HPE NNMi (and pre-decessors) and UIM practical experience in the design, development, implementation, testing and maintenance of Network solutions;
- managerial and supervisory experience within a LAN/WAN control centre;
- broad knowledge as a system manager of IT Environments lifecycle maintenance;
- experience of on-line performance, accounting, fault, security and configuration management of digital networks and associated transmission systems; including routing and switching systems in support of data and voice;
- experience of business process re-engineering;
- experience in the production of Standard Operating Procedures;
- Spoken and written English (3333, as defined in STANAG 6001).
- Proven field service engineer service experience, ability to troubleshoot, test, repair and service technical (HPE) equipment;
- National Security clearance (NATO secret).

Additional required qualifications for the training personnel:

- Experience of providing HPE Software Training to technical and non-technical staff in English.

[38] Desirable Skills for the on-site intervention and training personnel:

- a CISCO Certified Network Associate (CCNA) qualification;



- recent experience in working with NATO and be familiar with the Organisation's method of operation, or have multi-national experience;
- a wide breath of knowledge of Secure information systems and their management;
- experience of working within a Secure Military Environment;
- experience of REMEDY (ITSM) , NATO's central fault management application;
- an awareness of Voice and MPLS technologies;
- proven knowledge of service driven environments.

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**Annex A – Lots with serial numbers**