FRONTEX

Terms of Reference

"HP & Cisco equipment maintenance"

Service Level Requirements

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1 Introduction

The Service Level Requirements (SLR) forms the basis for the SLA document to be provided by the Tenderer. The proposed SLA shall be a part of the offer and therefore it shall be evaluated. In case of award, it shall become an Annex to the Contract to be signed.

Please note that the final version of the SLA to be annexed to the Contract shall be entirely based on the one provided by the Tenderer within its offer but, if so needed, it might be adapted in order to make it fully workable.

Therefore, to avoid misunderstanding, roles and services processes definitions and other set out in this document should be accepted as they are. Better Response Time, greater processes detail or additional services may be proposed by Tenderer and shall be taken into consideration in the evaluation.

2 Scope and Objectives

The scope of this document is to describe the services to be delivered to Frontex and to define their minimum Service Level Requirements (SLR) with applicable liquidated damages in case of violation (See General Terms and Conditions for Information Technologies Contracts).

The objective is to ensure that services delivered during the performance of this contract shall comply with Frontex requirements.

Acceptance of these minimum Service Level Requirements by the bidder is mandatory.

Nevertheless, this document describes the necessary processes that implement the required services.

3 General Conditions

General Terms and Conditions for Information Technologies Contracts apply whenever not overridden by this document.

4 Roles and Responsibilities

Roles and Responsibilities are defined with the intention of identifying two groups of roles that act as specialized interfaces between Frontex and the Contractor. They are:

- Administrative Roles,
- Technical Roles.

4.1 *Frontex Interfaces*

The relevant Frontex Roles to perform this contract are described below together with their responsibilities:

Administrative Role

- *Contract Manager (CM)*

  The Contract Manager is responsible for:
  - general coordination of contract activities,
  - contract execution, and
  - relationships with the Contractor

  in accordance with the SLA and the contract itself.

Technical Role

- *ICT Specialist (ICTS)*

  The ICT Specialist is responsible for

- dispatching Requests towards the Single Point of Contact (SPC) of the Contractor, and
- determining and notifying incident/support closures.

4.2 Contractor Interfaces

The relevant Contractor's Roles to perform this contract are described below together with their responsibilities:

Administrative Role

- **Account Manager (AM)**

  The AM is the Contractor's Single Point of Contact for the ongoing support of the Frontex ICT environment. The AM acts as a leader for his team and works with Frontex to develop, and routinely review, a mutually agreed account support plan designed to help meet Frontex ICT objectives. Activities may be:

  - Operational, technical advice and sharing of best practices;
  - Coordination of proactive activities;
  - Recommendation of preventive activities;
  - Coordination of additional resources when specific skills are needed (such as storage, network, or Data Centre service specialists);
  - Conducting supporting activity reviews;
  - Monitoring issues, patches, and advisories that could impact Frontex environment;
  - Escalation management;
  - Firmware analysis and recommendation.

Technical Role

- **Service Desk Technician (SDT)**

  The Service Desk Technician delivers Maintenance and Support Services at Frontex premises.

  Namely, the SDT performs:
  - installation, repair and maintenance of products;
  - installation, modification and update of hardware, software and firmware;
  - installations testing using various testing programs and interpreting error messages;
  - modifications and/or improvements of products covered by the maintenance service;
  - implementation of preventive maintenance plans involving periodical inspection and replacement of components.

5 Services Coverage

5.1 Place of Delivery

These Service Level Requirements define services to be delivered to Frontex HQ Premises at Plac Europejski 6 (European Square 6) 00-844 Warsaw, Poland.

Remotely, services shall be delivered by phone or by remote desktop helpdesk services.

5.2 *Coverage window*

The coverage window specifies the time during which all the required services in this SLR shall be available; it is defined as follows:

- High Level Consultancy Service shall be available during normal working days between 9:00 and 17:00
- all other requested services shall be available 24 hours per day, from Monday to Sunday, including all public holidays.

5.3 *Language*

The Contractor shall assign staff with a good working knowledge of English.

6 Required Services

The required services are grouped into Administrative Services, Consultancy Services and Supporting Services.

6.1 *Administrative services*

6.1.1 Account Support Plan Management Service

An Account Support Plan shall be developed by the AM after meeting with the CM at the beginning of the contract.

The plan shall contain the details of all the services to be delivered to Frontex and that are described in this document; it shall document the Frontex ICT environment and shall describe actions on how Frontex can meet its Operational Level Agreements. Proactive Services shall be planned according to a scheduling acceptable for Frontex. Reactive Services shall be defined carefully in order to make them fully workable.

Key objectives of the Account Support Plan are ICT Risks Mitigation and a guarantee of ICT Services Continuity. They shall be aligned with Frontex business goals and ICT goals to improve the operation of the Frontex ICT environment.

The plan shall be updated twice a year during the contract life to reflect any changes in Frontex ICT goals and ICT environment, and to help to ensure the ICT service alignment with business.

At the beginning of the contract, the AM shall record the technical configuration information specific to the ICT environment object of this contract, including host hardware and operating system information, storage logical unit number (LUN) maps, SAN and IP network topologies and other, if applicable. This information shall support Frontex daily operations, assist in future planning efforts, and help to accelerate fault isolation. The technical configuration information shall be updated twice per year and documented in the Account Support Plan.

6.1.2 Support and Review Plan Management Service

Twice a year, the AM shall conduct an On-site Support Planning and Review Session.

During these review sessions, the CM and the AM shall discuss and review the Account Support Plan, the AM shall prepare the Support Activity Report and record changes in the Frontex ICT environment. This in-depth review shall assess trends and planned changes to the ICT environment and operations, and the impact these changes may have on Frontex support requirements. In addition, updates to Frontex ICT environment shall be discussed during these meetings.

6.2 *High Level Consultancy Service*

This service shall provide minimum 10 high-level consultancy days during the initial duration of the contract (i.e. during the first year). Possible consultancy topics are migration, relocation, performance tuning, risk assessments, energy efficiency services, data backup/restore and infrastructure optimization. Frontex can choose between predefined services or working with the AM to develop a customized topic.

In case of additional 1-year contract renewal, the Contractor shall provide 20 consultancy days for that period.

6.3 Supporting Services

Within supporting services, the Contractor is responsible for installing, configuring and maintaining system that provides proactive notification of actual or impending component failure alerts and allows for sending automatic hardware event notification securely to the Contractor.

6.3.1 Proactive Services (Frontex Production environment only)

6.3.1.1 Server Preventive Maintenance

Twice per year, as scheduled in the Account Support Plan, the AM shall provide an on-site visit. During these visits, the SDT shall perform the preventive maintenance of covered products in accordance with the server operational specifications.

6.3.1.2 Server Firmware Update

Periodically, the relevant manufacturers may release firmware updates for servers. These updates may address potential problems, provide added functionality, or improve performance. Along with the proper planning to minimize disruption to Frontex ICT operations, the SDT shall provide appropriate updates to be installed during the server preventive maintenance visit, if applicable.

This service should cover also 8 x BL460c Gen8 Servers and 2 x Ws460c Gen8 Workstations listed in annex 1, part A

6.3.1.3 License to use and Copy Software Product Updates

Frontex shall receive, at no additional cost, the license to use and copy the software product updates for all supported systems covered by the original software license.

Frontex can use and copy updates to software on each system covered by this service.

6.3.1.4 Software Product and Documentation Updates

Whenever a relevant manufacturer releases updates to the covered software, the Contractor shall make available their latest revisions and reference manuals to Frontex. For relevant third-party software, the Contractor shall provide software updates whenever they are made available from the third party; alternately the Contractor may provide instructions on how to obtain these updates directly from the source.

For some products, Frontex may be offered a choice of media: access code or license key – or instructions for obtaining an access code or license key – shall also be provided, at no additional cost, to Frontex whenever it is required to install or run the latest software revision.

6.3.1.5 Electronic Software Support

The Contractor shall provide access to electronic and web-based software-related tools and services.

Frontex shall have access to these services freely available to all registered software support users, plus additional capabilities such as searching knowledge databases and downloading Contractor's software patches.

Whenever any software patches and updated information from the Contractor's supported third-party products are made available to the Contractor by the original software manufacturer, Frontex shall have access as well.

6.3.1.6 Defective Media Retention (for both production and other environments)

For eligible products, this service shall permit Frontex to retain defective hard disk drive components that Frontex does not want to relinquish due to the sensitive data contained within the media device covered under this service.

6.3.2 Reactive Services (Production environment and other environments)

6.3.2.1 Remote Problem Diagnosis and Support
Within 4 hours, after Frontex has placed a Service Request via the SDT, or via designated Contractor's support telephone number, the SDT shall work with Frontex during the coverage window to isolate the hardware or software problem and to remotely troubleshoot, remedy, and resolve the problem.

The number of Service Requests shall be unlimited during the contract.

Prior to any onsite assistance, the SDT may initiate and perform remote diagnostics using electronic remote support tools (where available) to access covered products, or may use other means available to facilitate remote problem resolution. Whenever it is necessary, the Contractor shall provide on-site assistance by sending the SDT.

6.3.2.2 On-Site Hardware Support
For technical hardware issues that cannot be resolved remotely, the Contractor shall send the SDT to provide on-site technical support on covered hardware products to return them to operating condition.

In addition, the SDT may install available engineering improvements to help Frontex in ensuring proper operations of the hardware products and to maintain compatibility with producer's-supplied hardware replacement parts. The SDT may install any firmware updates that are required to return the covered product to operating condition or to maintain supportability.

6.3.2.3 Parts and Materials
The Contractor shall provide parts and materials necessary to maintain the covered hardware products in operating condition, including parts and materials for the available and recommended engineering improvements. All replacement parts shall be new.

6.3.2.4 1-Hour Remote Response Time for production environment
The Contractor shall deliver all required services remotely (performed by an SDT) within 1 hour from the Service Request sent by Frontex to the SDT, or via designated Contractor's support telephone line.

The Response Time specifies the period of time that begins when the initial Service Request is sent by Frontex to the SDT, or via designated Contractor's support telephone line and that ends when the SDT starts to deliver the service.

6.3.2.5 6-Hour Remote Response Time for other environments
The Contractor shall deliver all required services remotely (performed by an SDT) within 6 hours from the Service Request sent by Frontex to the SDT, or via designated Contractor's support telephone line.

The Response Time specifies the period of time that begins when the initial Service Request is sent by Frontex to the SDT, or via designated Contractor's support telephone line and that ends when the SDT starts to deliver the service.

6.3.2.6 6-Hour On-Site Response Time for production environment
The Contractor shall deliver all required services On-Site (performed by an SDT) within 6 hours from the Service Request sent by Frontex to the SDT, or via designated Contractor's support telephone line.

The Response Time specifies the period of time that begins when the initial Service Request is sent by Frontex to the SDT, or via designated Contractor's support telephone line and that ends when the SDT starts to deliver the service.

6.3.2.7 24-Hour On-Site Response Time for other environments
The Contractor shall deliver all required services On-Site (performed by an SDT) within 24 hours from the Service Request sent by Frontex to the SDT, or via designated Contractor's support telephone line.

The Response Time specifies the period of time that begins when the initial Service Request is sent by Frontex to the SDT, or via designated Contractor's support telephone line and that ends when the SDT starts to deliver the service.

6.3.2.8 48-Hour Call-To-Repair Time for production environment

For critical problems present in the covered hardware that cannot be quickly resolved remotely, the Contractor's SDT shall use any reasonable efforts to return the covered hardware to operating condition within 48 hours from the moment the initial Service Request sent to the SDT, or via designated Contractor's support telephone line.

Call-To-Repair Time refers to the period of time that begins when the initial Service Request is sent to the SDT, or via designated Contractor's support telephone line and ends when the incident is solved.

The Contractor shall demonstrate to the ICTS that the incident is closed.

The SDT may temporarily or permanently replace the affected hardware product in order to meet the repair time commitment.

All replacement products shall be new.

6.3.2.9 72-Hour Call-To-Repair Time for other environments

For critical problems present in the covered hardware that cannot be quickly resolved remotely, the Contractor's SDT shall use any reasonable efforts to return the covered hardware to operating condition within 72 hours from the moment the initial Service Request to the SDT, or via designated Contractor's support telephone line.

Call-To-Repair Time refers to the period of time that begins when the initial Service Request is sent to the SDT, or via designated Contractor's support telephone line and ends when the incident is solved.

The Contractor shall demonstrate to the ICTS that the incident is closed.

The SDT may temporarily or permanently replace the affected hardware product in order to meet the repair time commitment.

All replacement products shall be new.

6.3.2.10 Work-to-Completion

Once the SDT arrives at Frontex site, s/he shall continue to deliver the service, either onsite or remotely, until the products are operational or as long as reasonable progress is being made.

Work may be temporarily suspended if additional parts or resources are required and shall resume when they become available. In any case the incident shall be solved as described in the 48-hour/72-hour Call-To-Repair Time paragraphs.

6.3.2.11 Escalation Management

The Contractor shall establish a formal escalation procedure to facilitate the resolution of complex problems. The SDT coordinates problem escalation, enlisting the skills of appropriate contractor's resources to assist with problem solving and incident resolution.

7   Contact Details

Frontex

Contract Manager (CM):   Paweł Szczygielski

ICT Specialist (ICTS):   Adam Jagiełło

Contractor:

Account Manager (AM):

Service Desk Technician (SDT):

FRONTEX

Terms of Reference

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List of the equipment

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1 Introduction

This Annex contains the list of products currently owned by Frontex that shall be covered by the services described in the Annex II - Part B Service Level Requirements. These products are located at Frontex HQ located in Plac Europejski 6 in Warsaw, Poland.

2 Software

HP Data Protector in the following configuration:

Category	Number of License
Cell Manager for Windows / Linux	1
Drive Extension for SAN / all platforms	4
Drive Extension for Windows / NetWare / Linux	1
On-line Extension for ONE Windows / Linux system	25
Granular Recovery for one database server	6

3 Equipment to be supported with reactive and proactive services

Unit Name	Serial Number	Part Number	Quantity
BladeSystem c7000 Enclosure	GB8020VP3H	403321-B21	1
BladeSystem c7000 Onboard Administrator	O971MU4189	412142-B21	1
Active Cool 200 Fan	-	412140-B21	10
HP BladeSystem c-Class P/S	-	412138-B21	6
Cisco MDS 9124e 24-port Fabric SAN	3C64377W11	AG642A	1
Cisco MDS 9124e 24-port Fabric SAN	3C64377W68	AG642A	1

Unit Name	Serial Number	Part Number	Quantity
BladeSystem c7000 Enclosure	GB8905FVCW	412152-B21	1
BladeSystem c7000 Onboard Administrator	O98CMP5715	412142-B21	1
Active Cool 200 Fan	-	412140-B21	10
HP BladeSystem c-Class P/S	-	412138-B21	6
Cisco MDS 9124e 24-port Fabric SAN	3C64387Z4W	AG642A	1
Cisco MDS 9124e 24-port Fabric SAN	3C64316580	AG642A	1

Unit Name	Serial Number	Part Number	Quantity
ProLiant DL360 G5	**GB8906HCCE**		
Intel(R) Xeon(R) CPU E5410 @ 2.33GHz		457939-L21	1
DDR2 SDRAM FB-DIMM 4GB			8
HP 72GB 10k 2.5 SAS HP SP HDD		375861-B21	4
HP Slim 24X Carbon Combo Drive		331903-B21	1
HP P400i FIO Controller		413741-B21	1
HP SA P400 FIO 256MB Cache		405139-B21	1
HP SA Cache Battery Kit		383280-B21	1
HP FC2242SR PCI-e DC HBA		A8003A	1

Description	Serial numbers	Part number	Amount	Notes
HP ProLiant DL360p Gen8 E5-2650 2P 32GB-R P420i SFF 460W PS Performance Server: 2* Intel Xeon E5-2650 (2.0 GHz/8-core/20MB/8GT-s QPI/95W, DDR3-1600, HT, Turbo2-4/4/5/5/5/7/8/8 Processor, 32GB *4 x 8GB DDR3-1600MHz RDIMMs) HP Ethernet 1GB 4-port 331FLR Adapter, HP Smart Array P420i/2GB with FBWC (RAID 0/1/1+0/5/5+0), 2* HP 460W CS Platinum Plus Hot Plug Power Supplies (94% efficient), 8 Hot Plug Redundant Fan Modules, Rack Mounting Gen8 telescoping SFF Ball Bearing Rail Kit	CZJ242009D CZJ2250823 CZJ22506JY CZJ2250825 CZJ22506K4	646904-421	5	
HP 146GB 6G SAS 15K 2.5in SC ENT HDD		652605-B21	20	4 per server (installed)
HP 82Q 8Gb 2-port PCIe Fibre Channel Host Bus Adapter		AJ764A	5	1 per server (installed)

Unit Name	Serial Number	Part Number	Quantity
HP MDS 9506 w/Super 2 Director Switch	SJAB1428N2Z9	AE388B	1
HP MDS 9506 w/Super 2 Director Switch	SJAB1434N3GU	AE388B	1
HP MDS 9000 24-port 8Gb FC Module	SJAF1440BNFN	AJ899B	1
HP MDS 9000 24-port 8Gb FC Module	SJAF1440BNKS	AJ899B	1
HP MDS 9000 24-port 8Gb FC Module	SJAF1440BNKT	AJ899B	1
HP MDS 9000 24-port 8Gb FC Module	SJAF1440BNLJ	AJ899B	1
HP MDS 9000 8Gb FC SFP+ Short Range XCVR		AJ906A	96
HP MDS9000 4Gb FC SFP 4pk Shrt Rnge XCVR	2S20471AFA	AE379A	1
HP MDS9000 4Gb FC SFP 4pk Shrt Rnge XCVR	2S20471AFB	AE379A	1
HP MDS9000 4Gb FC SFP 4pk Shrt Rnge XCVR	2S20471AFC	AE379A	1
HP MDS9000 4Gb FC SFP 4pk Shrt Rnge XCVR	2S20471AFD	AE379A	1
HP BLc 10Gb SR SFP+ Opt		455883-B21	4
HP 8Gb Short Wave FC SFP+ 1 Pack	3CA039D0AF	AJ718A	1
HP 8Gb Short Wave FC SFP+ 1 Pack	3CA039D0AJ	AJ718A	1
HP 8Gb Short Wave FC SFP+ 1 Pack	3CA039D0B9	AJ718A	1
HP 8Gb Short Wave FC SFP+ 1 Pack	3CA039D0BJ	AJ718A	1
HP StorageWorks 4/8 SAN Switch	USB702WFE0	A8000A	1
HP StorageWorks 4/8 SAN Switch	USB702WFDW	A8000A	1
SFP Short Wave 4Gb/s	-	A7446B	24

Unit Name	Serial Number	Part Number	Quantity
HP MSL6060 2 LTO-4 Ultrium 1840 FC Lib	2U28480028	AJ032A	1
HP MSL6000 LTO-4 Ultrium 1840 Tape Drive	2U2903001F	AJ028A	1
HP MSL6000 LTO-4 Ultrium 1840 Tape Drive	2U2903001J	AJ028A	1
HP MSL e1200-320 4Gb I/F Controller		AD577A	1
HP 1/8 Ultrium 920 G2 Tape Autoloader	MXA70900VS	AH165A	1

4. Equipment to be supported with proactive services

8 x BL460c Gen8 Servers

Quantity	HP Product Number	Product Description
1	735151-B21	HP BL460c Gen8 E5-v2 10/20Gb CTO Blade
1	718057-L21	HP BL460c Gen8 E5-2670v2 FIO Kit
1	718057-B21	HP BL460c Gen8 E5-2670v2 Kit
1	718057-B21 0D1	Factory integrated
16	708641-B21	HP 16GB 2Rx4 PC3-14900R-13 Kit
16	708641-B21 0D1	Factory integrated
1	684212-B21	HP FlexFabric 10Gb 2P 554FLB FIO Adptr
1	651281-B21	HP QMH2572 8Gb FC HBA
1	651281-B21 0D1	Factory integrated
1	690164-B21	HP Smart Array P220i Controller FIO Kit
1	726116-B21	HP 8GB microSD EM Flash Media Kit
1	726116-B21 0D1	Factory integrated
1	HA113A1	HP Installation Service
1	HA113A1 5CY	HP C Class Server Blade Startup SVC
1	C6N36AAE	HP Insight Control ML/DL/BL Bundle E-LTU
1	H1K95A3	HP 3Y 6 hr CTR w DMR Proactive Care SVC
1	H1K95A3 4YD	HP IC ML-DL-BL SW Sup

2 x Ws460c Gen8 Workstation

Quantity	HP Product Number	Product Description
1	739348-B21	HP WS460c Gen8 E5-v2 CTO Exp Blade
1	718058-L21	HP BL460c Gen8 E5-2660v2 FIO Kit
1	718058-B21	HP BL460c Gen8 E5-2660v2 Kit
1	718058-B21 0D1	Factory integrated
16	708641-B21	HP 16GB 2Rx4 PC3-14900R-13 Kit
16	708641-B21 0D1	Factory integrated
1	684212-B21	HP FlexFabric 10Gb 2P 554FLB FIO Adptr
1	690164-B21	HP Smart Array P220i Controller FIO Kit
1	730876-B21	NVIDIA GRID K1 PCIe GPU FIO Adptr
1	651281-B21	HP QMH2572 8Gb FC HBA
1	651281-B21 0D1	Factory integrated
1	726116-B21	HP 8GB microSD EM Flash Media Kit
1	726116-B21 0D1	Factory integrated
1	HA113A1	HP Installation Service
1	HA113A1 57G	WS460c HW Installation SVC
1	C6N36AAE	HP Insight Control ML/DL/BL Bundle E-LTU
1	H1K95A3	HP 3Y 6 hr CTR w DMR Proactive Care SVC
1	H1K95A3 1MG	HP WS460c WS Bld HW Support