

## ANNEX B

### TERMS OF REFERENCE

#### **ON-CALL INSTALLATION, REPAIR AND MAINTENANCE OF COMPUTER HARDWARE, PRINTERS AND PHERIPHERAL EQUIPMENT, INCLUDING THE PROVISION OF SPARE PARTS AND OTHER COMPUTER SUPPORT SERVICES**

##### **1. BACKGROUND INFORMATION**

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (hereinafter referred to as the "Commission") located in Vienna, Austria, is the international organization establishing the global verification system provided for under the CTBT, which bans any nuclear weapon test explosion or any other nuclear explosion. Its main activity is to build-up the global Verification Regime, which monitors compliance with the Treaty once it enters into force, and to promote the provisions of the Treaty.

The Commission requires on-call support, installation, repair assistance, and maintenance of hardware and peripherals for its own Desktop/Laptop computer equipment, including printers. A synopsis of the installation base of computer hardware and peripherals are included as Appendix I.

The Commission outlines here the Terms of Reference (ToR) that the Contractor shall use as a basis for the "On-Call Installation, Repair and Maintenance of Computer Hardware, Printers and Peripheral Equipment, including the Provision of Spare Parts and Other Computer Support Services (hereinafter referred to as the "Work" and/or "Services").

This ToR defines the technical framework of all related activities to be performed during the development and delivery of Services and contain all technical requirements for the activities which shall be carried out by the Contractor.

##### **2. SCOPE OF WORK**

The Contractor shall carry out the Work in accordance with these Terms of Reference and in the most cost-effective manner possible. For all work tasks, the Contractor must inform the Commission of the appropriate and current points of contact, including contacts for: 1) technical matters, 2) logistics matters and 3) commercial matters. If these points of contact change during any phase of the Work Tasks, the Contractor must inform the Commission immediately in writing.

The Contractor shall provide the Services as set out in this ToR and meet the below mentioned requirements as follows:

###### ***2.1 Maintenance Concept***

The Contractor shall consider Maintenance Concept of the Commission as provided below and ensure that Services are provide in compliance with the below mentioned Maintenance Concept as follows:

- (a) The Contractor shall provide a single point of contact for the Services, e.g. hotline, help desk, etc.
- (b) The Commission will contract on-call maintenance and support services with billing based on a set hourly rate of technicians and a cost of replacement parts as required.
- (c) The List of the Commission's installed base of computer hardware and peripheral equipment is attached to these ToR as Appendix I. The Contractor shall be expected to make the initial repair or replacement utilizing any existing Commission warranties or existing maintenance programs for replacement of the faulty items.
- (d) The Contractor may proceed to replace part(s) not covered under an existing warranty or maintenance program provided that the cost of the replacement part(s) does not exceed EUR 250.00. Otherwise, a cost estimate shall be provided by the Contractor and must be duly signed by the Commission before installation. The Commission reserves the right not to accept the cost estimate. The Contractor may however invoice for work performed, based on the set hourly rates, if cost estimate is not accepted.
- (e) The Commission may occasionally request for technical support services to carry out specific computer tasks and/or provide general computer support when additional resources are required. Such services will be charged on a daily basis up to a maximum of 50 man days per year.

## ***2.2 Requirements for Installation, Repair, Maintenance And Support***

- 2.1 In order to guarantee that on-site installation, repair assistance and maintenance of computer hardware and peripheral equipment (the Services) are responded to **on-site** within the response times described in Paragraph 2.2 (g) herein (hereinafter referred to as "Response Time"), the Contractor shall have an office operating in the Vienna-area (i.e. the city of Vienna or the surrounding towns in Lower Austria).
- 2.2 As and when requested by the Commission, the Contractor shall provide its skilled personnel to carry out the Services based on, but not limited to, the following conditions:
  - (a) Maintenance and repair of hardware, including the provision of spare parts.
  - (b) Planning, scheduling and installation of any engineering changes required to improve the serviceability, performance and/or safety of the equipment.
  - (c) Assistance to the Commission in determining whether system problems are hardware or software related.
  - (d) Assistance during the installation process of any new acquired systems/components that might be performed by the Commission's staff.

- (e) All items replaced should be the exact model and part number where possible. If this is not possible, a technically acceptable part may be installed, with the approval of the Commission.
- (f) All work shall be carried out on site during the Commission's normal working hours from Monday - Friday between 0800 hours and 1700 hours during the Commission's working days.
- (g) Level of Criticality and Response Time  
 The maximum Response Time for the provision of the Services during normal working hours shall be as follows, starting from the official request or support call from the Commission:
  - (1) Urgent – Response time within 4 hours
  - (2) High – Response time within 8 hours
  - (3) Not Critical – Our Convenience
- (h) Charge per Support Call  
 For every support call, there will be a minimum charge of one (1) hour. However, normal charge per call **shall not exceed 2 hours** unless prior authorization by the Commission is granted for extension of the work except for technical support calls which will be limited by maximum man days or scope of activities to be performed. No separate travel time shall be charged.
- (i) Each call should be reported individually. The Contractor and the Commission signatures must be evident before the worksheets are accepted for billing purposes.
- (j) The Contractor's technicians shall have:
  - (1) Troubleshooting knowledge of the Commission's hardware and peripheral equipment;
  - (2) Necessary skills and knowledge required to perform technical support functions as required
  - (3) Excellent communication skills in English;
  - (4) Standard hardware and peripheral equipment installation, repair and maintenance skills;
  - (5) Knowledge of basic Ethernet and TCP/IP network protocols;
  - (6) Patience and co-operation with end users and the Commission support staff.

**1. 2.3 Requirements for Maintenance of Support Materials**

In order to complete hardware and software installations satisfactorily, the Contractor shall maintain their own support materials, which should include the following items:

- ◆ Diagnostic diskettes or CD-ROM's for hardware;
- ◆ Backup tape/removal drive units or external hard drives;
- ◆ Standard PC software backups on tape and on the Commission's network;
- ◆ Copy of standard hardware and peripheral equipment manuals and CD-ROM's and/or diskettes;
- ◆ Daily logbook of hardware installations for input into inventory.

In cases where hardware or peripheral installations cannot be performed due to hardware failure, the Contractor shall provide feedback regarding these situations to the Commission's Help Desk.

#### **IV. DURATION OF THE SERVICES**

- a) The Services shall be provided for the period of 12 months only from the Effective Date of the Contract (estimated 12 September 2014 through 11 September 2015).
- b) The Commission shall have the option but not the obligation to extend the Services for two successive periods of twelve months, subject to the availability of funds under the same terms, conditions and prices.

#### **V. ATTACHMENTS**

Appendix I: Commission's installed base of computer hardware and peripheral equipment.

**Appendix I****THE COMMISSION INSTALLED BASE OF COMPUTER HARDWARE  
AND PERIPHERAL EQUIPMENT**

<b>Desktop Computers</b>	<b>Model</b>
Hewlett-Packard	HP Compaq Elite 8300 MT
MAXDATA	*
FUJITSU SIEMENS	ESPRIMO P5720
FUJITSU SIEMENS	D2581-A1
FUJITSU SIEMENS	ESPRIMO P5925
FUJITSU SIEMENS	ESPRIMO E5720
FUJITSU SIEMENS	ESPRIMO P5730
FUJITSU SIEMENS	D2811-A1
FUJITSU SIEMENS	ESPRIMO E5730
Hewlett-Packard	HP Z400 Workstation
FUJITSU	ESPRIMO P5731
LENOVO	4157Z8S
FUJITSU	ESPRIMO E700
FUJITSU	ESPRIMO E5731
LENOVO	4157P18
Red Hat	KVM
FUJITSU	ESPRIMO P700
Hewlett-Packard	HP Compaq 8200 Elite CMT PC
Hewlett-Packard	HP Compaq Elite 8300 CMT
Hewlett-Packard	HP Compaq Elite 8300 MT
Hewlett-Packard	HP EliteDesk 800 G1
<b>Notebook Computers</b>	<b>Model</b>
LENOVO	88952FG
Hewlett-Packard	HP Compaq nc8430 (EM741AV)
Hewlett-Packard	HP Compaq 8510p
Hewlett-Packard	HP Compaq 2710p
Hewlett-Packard	HP EliteBook 8530p
Hewlett-Packard	HP EliteBook 8730w
Hewlett-Packard	HP EliteBook 8540p
Hewlett-Packard	HP EliteBook 2740p
Hewlett-Packard	HP EliteBook 2740p (VB511AV)
Hewlett-Packard	HP Mini 5103
Hewlett-Packard	HP EliteBook 8460p

Hewlett-Packard	HP EliteBook 8560w
Hewlett-Packard	HP EliteBook 8460p (LJ429AV)
Hewlett-Packard	HP EliteBook 2760p
Hewlett-Packard	HP EliteBook 8470p
Sony Corporation	SVS1511EGXB
Hewlett-Packard	HP EliteBook 8760w
Hewlett-Packard	HP Elitebook 8570p
<b>Printers/Models</b>	
HP Color LaserJet 3600	
HP Color LaserJet 2550	
HP Color LaserJet 3550	
HP Color LaserJet 3800	
HP Color LaserJet 400	
HP Color LaserJet 4700	
HP Color LaserJet CM2320 fxi	
HP Color LaserJet CM3530 mfp	
HP Color LaserJet CP3525	
HP DesignJet 4500	
HP DesignJet 815MFP	
HP LaserJet P2015 dn	
HP LaserJet P2055 dn	
HP LaserJet P3015	
HP LaserJet Pro400 M401dn	
HP Color LaserJet 3600	
HP LaserJet 1100	
HP LaserJet 2200D	
HP LaserJet 2300DN	
HP LaserJet 4000	
HP LaserJet 2420	
HP LaserJet 4050	
HP LaserJet 4100	
HP LaserJet 4200	
HP Laser Jet 4250DTN	
HP LaserJet 5000N	
HP LaserJet 8150DN	
HP LASERJET P2035	
HP LaserJet Pro 400	

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