



## STATEMENT OF WORK

### Provision of Microsoft Consulting Services

#### 1. Scope

This Statement of Work describes the requirements of the International Atomic Energy Agency (IAEA) for the provision of Microsoft-related consulting services (hereinafter referred to as “Microsoft Consulting Services”).

The solutions and services from Microsoft used or under consideration by the IAEA include (but are not limited to):

- Windows 7 and 10
- Windows Server 2012
- Office 2010 including Visio and Project
- O365 especially Exchange Online
- Skype for Business on premise
- SharePoint 2013, SharePoint Online
- Microsoft Flow, Forms, PowerApps
- Power BI
- Delve
- Teams
- Active Directory
- MSSQL
- ASP.NET custom developed applications
- M365 E3 subscription plan
- Microsoft Information Protection
- Hold Your Own Key and Bring Your Own Key

Furthermore, the IAEA plans to gradually move more of its infrastructure to the Cloud.

In the last two years, Microsoft Consulting Services were provided support for the following projects:

- Azure IAAS Projects



- O365 Exchange Online
- Windows Client Support
- SCCM Support
- Skype for Business
- Release Management
- Threat Modelling
- IRMIS-Support
- SharePoint Online Support
- FIM/MIM-Support
- OneDrive for Business
- Project Management Support (Account management)

The IAEA estimates a requirement of approximately three hundred eighty (380) on-site consulting days per year over the next five years.

## **2. Requirements**

The Contractor shall meet the following requirements:

2.1 Certification: The Contractor shall be a certified Gold or Platinum Microsoft Partner and shall retain the Gold or Platinum status certification throughout the duration of the Contract.

2.2 Cloud Knowledge and Experience: The Contractor must be familiar with Microsoft's Cloud offerings, best practices related to those services, governance models as well as human change management aspects of the Cloud transition

2.3 Provision of Consultants: The Contractor shall provide, as and when ordered by the IAEA, Consultants at the IAEA headquarters (Vienna International Centre) for the requested period to assist in services such as the implementation of new Microsoft features, optimization of the existing Microsoft environment, configuration of Microsoft components and Microsoft environment health assessments.

<p>Microsoft Consulting Services</p>	 <p><b>IAEA</b> International Atomic Energy Agency</p>	<p>IAEA Specification Dated 25 November 2017</p>
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The Consultants should be based in Vienna or in its commuting vicinity, be employed by the Contractor, and assigned to the IAEA (as described in section 2.3.2 below). The Consultants shall report to the IAEA headquarters within five (5) working days of receipt of the order unless agreed otherwise with IAEA staff depending on schedules and urgency. The areas of technical expertise required by the Consultants are to include (but not be limited to), the most commonly used IAEA Microsoft services as listed in section 1 above.

All the on-request Microsoft consulting services will be initiated by the IAEA through purchase orders on a call-off basis. For each purchase order or call-offs under purchase orders placed, the IAEA will send a written request, containing elaborations, definitions and deliverables as to the nature of the requested professional service(s). The Contractor shall provide, at a minimum, a work plan, schedule and number of days to be allocated to the service.

The Contractor shall commence work upon authorization from the IAEA pursuant to the service. One person/day is defined as eight (8) working hours, not including meals or other breaks. The actual time worked shall be apportioned at the daily rate.

The type of systems impacted by a purchase order 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. 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.

The Contractor shall ensure that 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 purchase order and scheduling of the work.

2.4. Account Management Structure: The Contractor shall provide the following account management structure to support the IAEA:

*2.4.1 Service Delivery Manager:* The Contractor shall provide a Service Delivery Manager, a trusted advisor, to help maintain and improve the service delivery from the Contractor to the IAEA and to act as the contact point between the Contractor and the IAEA.

*2.4.2 Consultants:* The Contractor shall assign at least three (3) certified Consultants to the IAEA's account. The Microsoft certifications held by the Consultants shall be relevant to the Microsoft products listed in paragraph 1. These Consultants shall perform most of the Microsoft-related consultancies, infrastructure upgrades and maintenance at the IAEA. However, other Consultants may be used for specific technologies not covered by the three (3) assigned Consultants.

2.5 Account Meeting: The Contractor shall schedule account status meeting at the IAEA headquarters at a minimum interval of every three (3) months. This account meeting will be attended by the Contractor (Service Delivery Manager and one of the assigned Consultants), the IAEA technical team responsible for Microsoft services and a representative of the IAEA's Office of Procurement Services. A sample agenda could be:

- Status of existing IAEA projects/activities related to Microsoft technologies.
- Discussion of upcoming IAEA projects/activities related to Microsoft technologies.
- Review of orders, their delivery dates, co-ordination of installations and the forecasted requirements for Microsoft Consulting services.
- Briefing by the Contractor on any new Microsoft products or product updates.

### **3. Deliverable Data Items**

The Contractor shall provide all documentation, operation and servicing manuals and technical drawings in the English language in electronic format.