**Assignment Terms of Reference (Discrete Services, Fixed Price)**

**of [DATE]**

**Framework Agreement: OJEU XXXX (IT End User, Infrastructure and Network Services)**

**Lot: 2**

**Type of service: Discrete**

**Award mechanism: Single Service Provider**

1. **Introduction**

With reference to our Framework Agreement referred to above, the EIB hereby requires you to submit a Proposal concerning the services specified in detail in section 3 of these Assignment Terms of Reference (“AToR”). The terms defined in the Framework Agreement shall have the same meaning when used herein.

1. **Scope of services**

The Bank requires assistance in the migration to a Software Defined Data Center, as a **Discrete Service** as described in the Terms of Reference of the Framework Agreement.

**2.1 The tasks and activities:**

The Service Provider shall assist the Bank in the migration to a Software Defined Data Center. The Banks infrastructure is described in sub-sections “Service Environment” within Section 5 of the Terms of Reference. The Service Provider shall explain and clarify about the assistance needed in doing a rollout, change management, migration and resourcing aspects. The tasks and activities include but are not limited to:

* Assessment
  + Analyze Existing system
  + Risk Analysis
  + Migration objectives
* Migration Strategy
  + Migration Plan
  + Approach
  + Transition
  + Requirements
  + Deliverables
  + Resourcing
  + Cost & Timeline
* Migration phase
  + Data Migration
  + System Migration
  + Applications Migration
* Testing
  + Integration
  + Non-regression testing
  + Testing of newly developed functionality
  + Test cases
  + Test results
* Documentation
  + Transfer Document
  + Operations Manual
  + Configuration Management Guide

**2.2 The staff members proposed for this assignment must demonstrate knowledge, experience and technical skills as follows (non exhaustive list):**

* Servers Operating Systems Engineers profile technical skills and experience, as specified in the respective section of the TOR document, as well as advanced knowledge and experience in migration to a Software Defined Data Center
* Virtualization Engineers profile technical skills and experience, as specified in the respective section of the TOR document, as well as advanced knowledge and experience in migration to a Software Defined Data Center
* Storage and Backup Engineers profile technical skills and experience, as specified in the respective section of the TOR document, as well as advanced knowledge and experience in migration to a Software Defined Data Center
* Infrastructure Applications Engineers profile technical skills and experience, as specified in the respective section of the TOR document, as well as advanced knowledge and experience in migration to a Software Defined Data Center
* Monitoring, Scheduling, Automation and Orchestration Engineers profile technical skills and experience, as specified in the respective section of the TOR document, as well as advanced knowledge and experience in migration to a Software Defined Data Center
* Project Manager with 7+ years of project management experience, project planning and resource management.

1. **Deliverables and performance of the assignment**

The Service Provider shall perform the Assignment in accordance with its Proposal.

The contact person in the Bank for this assignment will be communicated upon award of the Contract.

The Service Provider must ensure continuous knowledge transfer between the staff resources assigned to the Contract. In the event that the Service Provider requests to substitute one or more members of its staff in line with Article 6 of the EIB’s General Terms and Conditions (as part of the Framework Agreement), the Service Provider must ensure, at no cost to the Bank, that the knowledge transfer is such that the performance of the services is not disrupted.

1. **Resources**

The Service Provider is requested to propose a team of staff members, describing for each individual, the relevant profile and experience, indicating the approximate time that each profile will spend on the assignment.

1. **Duration**

The assignment is expected to start on [start date] (“Start Date”) and last for approximately one year.

1. **Fees and schedule of payments**

The services under this assignment are to be provided on a **fixed price** basis, to be calculated on the basis of the daily rates for discrete services submitted by the Service Provider in its Offer in response to the underlying Call for Tender awarding the Framework Agreement. The terms of payment are specified in Article 6 of the Framework Agreement.

Service Providers may base their overall price proposal on lower but not higher daily rates than those set out in their Offer in response to the underlying Call for Tender being integral part of the Framework Agreement.

1. **Award Criteria**

The proposals received will be assessed on the basis of the following award criteria:

* quality of the proposal for the delivery of the service
* quality of resources proposed based on submitted CV(s) vis-à-vis required competences

1. **Content and structure of the proposal**

*The Service Provider’s Proposal should include the following:*

* *Proposed team with CVs of the staff resources proposed for the assignment* ***(one CV for each proposed staff member)*** *with**description of how the tenderer will assess the skills of the staff profiles (section 4, “Resources”) for performing this concrete assignment from the pool of profiles as per Section 5.11 of the Terms of Reference.*
* *Proposed approach to the migration:*
  + *Assessment;*
  + *Migration Strategy;*
  + *Migration phase;*
  + *Testing;*
  + *Documentation;*
* *Proposed methodology for the assignment:*
  + *methodology for assessing the workload;*
  + *methodology for calculating the price and the financial proposal itself;*
  + *internal procedures applied for preparing this specific proposal;*
  + *management and execution of the assignment;*
  + *if a sub-contractor is involved in the provision of services for this assignment (e.g. providing the staff resources for this assignment) a description of how the Service Provider will manage the sub-contractor in order to comply with the requirements of this assignment.*
* *Proposed comprehensive working plan (with schedule) for the assignment, broken down by profiles and man-days.*

The Proposal should be drafted in English.

1. **Contract**

Upon award of the assignment, one or more purchase orders (POs) will be established and sent to the successful Service Provider. These Assignment Terms of Reference, the Service Provider’s Proposal and the POs will together constitute the Contract (“Contract”) specifying the terms and conditions of the provision of services, such as quantity, designation, quality and time allowed for delivery, in relation to this assignment. In relation to any other terms and conditions not regulated to the Contract, the provisions of the Framework Agreement and the General Terms and Conditions for Framework Agreements for the provision of services to the European Investment Bank shall prevail.