T2 ORIGINAL A1

POLNI CERTIFIKAT
Družini prijazno podjetje

SIQ ISO 9001 Q-1454

IQNet CERTIFIED MANAGEMENT SYSTEM

INFORMATIKA

INFORMATIKA,
informacijske storitve in inženiring, d. d.

2000 Maribor, Vetrinjska ul. 2
Telefon : 02/707 10 00
Telefax : 02/25-23-852

1000 Ljubljana, Hajdrihova ul. 2
Telefon : 02/707 10 00
Telefax : 01/251- 32-21

Transakcijski račun: 04515-0000156581

Agency for the Cooperation of
Energy Regulators
Trg republike 3
1000 Ljubljana

Avtor: IN1081

Maribor, 28.06.2016

Subject: **Submission of a tender (cover letter)**

Dear sirs or madams,

As instructed in Invitation to *Tender No. ACER/OP/MMD/04/2016 for the provision if IT hosting services*, we submit the tender with intention to offer you reliable and quality IT hosting infrastructure/services.

The company Informatika d.d. is a stock-company, where the majority of shares are owned by 5 Slovene electric power distribution companies. For more than 30 years, the main scope of our company was to offer a robust and reliable IT hosting platform to our owners, including hosting of infrastructure and services. We in-house developed an integrated information system (ERP), which was then run and maintained on our IBM-mainframe environment. The number of users was exceeding 3500 and the RDBMS grew to the number of almost 10.000 tables in use and more than 70 TB in size. These volumes, together with a piece of information, that we were able to provide our services through whole mentioned period without a single serious information incident, speak loudly in favour of a statement, that we are more than able to cover your needs too. Because of nature of your tender specifications, our mainframe platform does not meet your criteria; therefore we have formed a cluster of subcontractors that is able to provide all services necessary to implement and sustain the project.

The period of validity of our tender is until January 6th, 2017.

We declare that we accept all the terms and conditions set out in the ACER/OP/MMD/04/2016 documentation.

Please, address all your potential further requests and the information about your decisions regarding this tender to Mr. Andrej Stajič (andrej.stajic@informatika.si).

Looking forward, to meeting your standards/criteria and being invited for cooperation with you!

Sincerely,

INFORMATIKA informacijske storitve in inženiring d.d. Vetrinjska 2 Maribor

Director:
dr. ~~Giril Kafol~~

1

B1

ANNEX I.C

REFERENCE TABLE
(this reference table must be completed and attached to the offer)

Invitation to tender no. ACER/OP/MMD/04/2016

Exclusion criteria - means of proof required (see section 16 of Annex I - Tender specifications)	*Document reference*
Dully filled in, signed and dated declaration on honour on exclusion criteria.	*Document No* C1 *Page* 5 *of the tender*

Selection criteria - means of proof required (see section 17 of Annex I - Tender specifications)	*Document reference*
17.1 Legal capacity	
Form "Identification of the tenderer"	*Document No* C2 *Page* 9 *of the tender*
Financial identification form	*Document No* C3 *Page* 10 *of the tender*
Legal entity form	*Document No* C4 *Page* 11 *of the tender*
Certificate of enrolment on the professional or trade register in accordance with the legislation of the Member State in which the tenderer is established.	*Document No* C5 *Page* 12 *of the tender*
17.2 Economic and financial capacity	
Evidence of valid professional risk insurance cover(s) concerning the services covered by the FWC with a detailed description of the covers and restrictions in English. The professional risk insurance cover shall have a limitation of **at least EUR 500,000 per claim**. The Contractor's professional risk insurance cover(s) shall remain valid for a period of twelve (12) months after the FWC expires or after the FWC is terminated.	*Document No* D1 *Page* 104 *of the tender*
A statement of overall turnover and turnover concerning the services covered by the FWC during the last two (2) financial years. The turnover concerning the services covered by the FWC should amount to **at least EUR 1,500,000.00 per year** for the last two (2) financial years.	*Document No* D2 *Page* 105 *of the tender*

17.3 Technical and professional capacity	*Document reference*
The average annual manpower of at least 100 employees, excluding the managerial staff, over the last two years. Evidence to be provided: A statement of the average annual manpower and the number of managerial staff over the last two (2) years fulfilling the abovementioned criteria.	*Document No* ...D3.... *Page* 107 *of the tender*
ISO/IEC 27001 or equivalent certification in the field of datacentre operations. Evidence to be provided: Copies of the certifications held in the field of datacentre operations fulfilling the abovementioned criteria.	*Document No* ..D9, D10 *Page* 124 ..*of the tender* 128
At least three (3) years' experience in the business domain (hosting) with at least two (2) contracts, each in the value **of at least EUR 1,000,000.00**, implemented by the tenderer during the last three (3) years. The tenderer's references must be relevant to these tender specifications (i.e. IT hosting services). Evidence to be provided: Statement describing experience of the tenderer in the business domain (hosting) fulfilling the abovementioned criteria and details of at least two (2) major contracts, relevant to these tender specifications, implemented by the tenderer during the last three (3) years which have to include at least the scope, duration, value and the customer; fulfilling the abovementioned criteria.	*Document No* ...D4..... *Page* 108 *of the tender*
Provision of services of the type as requested in this tender for a total invoiced amount (i.e. total amount effectively invoiced to the customer(s)) **of at least EUR 500,000.00** in each of the years 2014 and 2015. Evidence to be provided: Name(s) of customer(s), a brief description of services undertaken, total financial volume of the contract(s) upon initial signature and total financial volume of the contract(s) effectively delivered (i.e. total amount effectively invoiced to the customers) in the years 2014 and 2015 fulfilling the abovementioned criteria.	*Document No* ...D5, D7 *Page* 120...*of the tender* 121
Tenderer's policy on the use of subcontractors, the means of ensuring quality when subcontractors are used and the escalation mechanisms in case of unsatisfactory performance. Evidence to be provided: A description of the tenderer's policy on the use of subcontractors fulfilling the abovementioned criteria.	*Document No* ..D7, D11 *Page* 130 *of the tender* 131
The team delivering the services includes, as a minimum, an adequate number of experts for each profile described in Annex I.A (point 3); i.e. at least two (2) experts for each profile. Each of the proposed experts must fulfil the minimum levels of qualifications and professional experience applicable for a respective profile as described in Annex I.A (point 3). Evidence to be provided: A detailed description of the human resources available for the performance of the work required, including subcontractors. The tenderer shall include Curricula Vitae (CVs) showing clearly their qualifications and professional experience within the relevant business area. The Tenderer shall provide two CVs for each profile described in Annex I.A (see point 3).	*Document No* ...D12.. *Page* .....*of the tender* 133 – 201

3

17.4 Subcontracting	*Document reference*
For those tenders **including subcontracting**, the tenderer must submit: – A declaration of the tenderer, duly signed and dated, stating clearly the identity and roles of the subcontractor(s) as well as the description of the quality control measures the tenderer intends to apply on the tasks to be carried out by (each of) the subcontractor(s). – A letter of intent by (each of) the subcontractor(s), **duly signed and dated**, stating the unambiguous undertaking to collaborate with the tenderer if the latter wins the FWC and the extent of the resources that it will put at the tenderer's disposal for the performance of the FWC.	*Document No* D13, D14, D15 *Page .....of the tender* 202, 203, 204
In the **absence of subcontracting**: – A declaration of the tenderer, **duly signed and dated**, stating that he does not intend to subcontract and that he will inform the Agency about any change in this situation. The Agency reserves the right to judge if such change would be acceptable.	*Document No* N/A *Page .....of the tender*
17.5 Tenders submitted by a consortium or grouping of service providers	*Document reference*
– A document stating clearly the composition and constitution of the grouping or similar entity (company/temporary association/...), or the legal form their cooperation will take, should they be awarded the FWC; – A letter **dated and signed** by each member stating its commitment to execute the services in the tender clearly indicating its role, qualifications and experience; – A document **dated and signed** by all members specifying the lead of the consortium or grouping of service providers and authorising the appointed lead of the consortium or grouping of service providers to submit the offer.	*Document No* N/A *Page ..... of the tender*

4

C1

ANNEX I.E

Comments [*in grey italics in square brackets*] are to be deleted and/or replaced by

Declaration on honour on exclusion criteria

The undersigned [*dr. Ciril Kafol*], representing:

(*only for natural persons*) himself or herself	(*only for legal persons*) the following legal person:
ID or passport number:	Full official name: **INFORMATIKA, informacijske storitve in inženiring, d.d.** Official legal form: **INFORMATIKA D.D.** Statutory registration number: **5259363** Full official address: **Vetrinjska ulica 2, 2000 Maribor, Slovenija** VAT registration number: **SI56 70666130**

(1) declares whether the above-mentioned person is in one of the following situations or not:		
SITUATION OF EXCLUSION CONCERNING THE PERSON	YES	NO
(a) it is bankrupt, subject to insolvency or winding up procedures, its assets are being administered by a liquidator or by a court, it is in an arrangement with creditors, its business activities are suspended or it is in any analogous situation arising from a similar procedure provided for under national legislation or regulations;	☐	☒
(b) it has been established by a final judgement or a final administrative decision that the person is in breach of its obligations relating to the payment of taxes or social security contributions in accordance with the law of the country in which it is established, with those of the country in which the contracting authority is located or those of the country of the performance of the contract;	☐	☒
(c) it has been established by a final judgement or a final administrative decision that the person is guilty of grave professional misconduct by having violated applicable laws or regulations or ethical standards of the profession to which the person belongs, or by having engaged in any wrongful conduct which has an impact on its professional credibity where such conduct denotes wrongful intent or gross negligence, including, in particular, any of the following:		
(i) fraudulently or negligently misrepresenting information required for the verification of the absence of grounds for exclusion or the fulfilment of selection criteria or in the performance of a contract;	☐	☒
(ii) entering into agreement with other persons with the aim of distorting competition;	☐	☒
(iii) violating intellectual property rights;	☐	☒

(iv) attempting to influence the decision-making process of the contracting authority during the award procedure;	☐	☒
(v) attempting to obtain confidential information that may confer upon it undue advantages in the award procedure;	☐	☒
(d) it has been established by a final judgement that the person is guilty of any of the following:		
(i) fraud, within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests, drawn up by the Council Act of 26 July 1995;	☐	☒
(ii) corruption, as defined in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of EU Member States, drawn up by the Council Act of 26 May 1997, and in Article 2(1) of Council Framework Decision 2003/568/JHA, as well as corruption as defined in the legal provisions of the country where the contracting authority is located, the country in which the person is established or the country of the performance of the contract;	☐	☒
(iii) participation in a criminal organisation, as defined in Article 2 of Council Framework Decision 2008/841/JHA;	☐	☒
iv) money laundering or terrorist financing, as defined in Article 1 of Directive 2005/60/EC of the European Parliament and of the Council;	☐	☒
(v) terrorist-related offences or offences linked to terrorist activities, as defined in Articles 1 and 3 of Council Framework Decision 2002/475/JHA, respectively, or inciting, aiding, abetting or attempting to commit such offences, as referred to in Article 4 of that Decision;	☐	☒
(vi) child labour or other forms of trafficking in human beings as defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council;	☐	☒
(e) the person has shown significant deficiencies in complying with the main obligations in the performance of a contract financed by the Union's budget, which has led to its early termination or to the application of liquidated damages or other contractual penalties, or which has been discovered following checks, audits or investigations by an Authorising Officer, OLAF or the Court of Auditors;	☐	☒
(f) it has been established by a final judgment or final administrative decision that the person has committed an irregularity within the meaning of Article 1(2) of Council Regulation (EC, Euratom) No 2988/95;	☐	☒

(g) for the situations of grave professional misconduct, fraud, corruption, other criminal offences, significant deficiencies in the performance of the contract or irregularity, the applicant is subject to: i. facts established in the context of audits or investigations carried out by the Court of Auditors, OLAF or internal audit, or any other check, audit or control performed under the responsibility of an authorising officer of an EU institution, of a European office or of an EU agency or body; ii. non-final administrative decisions which may include disciplinary measures taken by the competent supervisory body responsible for the verification of the application of standards of professional ethics; iii. decisions of the ECB, the EIB, the European Investment Fund or international organisations; iv. decisions of the Commission relating to the infringement of the Union's competition rules or of a national competent authority relating to the infringement of Union or national competition law; or v. decisions of exclusion by an authorising officer of an EU institution, of a European office or of an EU agency or body.	☐	☒

(2) declares whether a natural or legal person that assumes unlimited liability for the debts of the above-mentioned legal person is in one of the following situations or not:			
SITUATIONS OF EXCLUSION CONCERNING NATURAL OR LEGAL PERSONS ASSUMING UNLIMITED LIABILITY FOR THE DEBTS OF THE LEGAL PERSON	YES	NO	N/A
Situation (a) above (bankruptcy)	☐	☒	☐
Situation (b) above (breach in payment of taxes or social security contributions)	☐	☒	☐

(3) declares whether the above-mentioned person is in one of the following situations or not:		
GROUNDS FOR REJECTION FROM THIS PROCEDURE	YES	NO
(h) has not distorted competition by being previously involved in the preparation of procurement documents for this procurement procedure;	☒	☐
(i) has provided accurate, sincere and complete information to the contracting authority within the context of this procurement procedure;	☒	☐
(4) acknowledges that the above-mentioned person may be subject to rejection from this procedure and to administrative sanctions (exclusion or financial penalty) if any of the declarations or information provided as a condition for participating in this procedure prove to be false.	☒	

REMEDIAL MEASURES

If the person declares one of the situations of exclusion listed above, it should indicate the measures it has taken to remedy the exclusion situation, thus demonstrating its reliability.

They may include e.g. technical, organisational and personnel measures to prevent further occurrence, compensation of damage or payment of fines. The relevant documentary evidence which appropriately illustrates the remedial measures taken should be provided in annex to this declaration. This does not apply for the situations referred in point (d) of this declaration.

EVIDENCE UPON REQUEST

Upon request and within the time limit set by the contracting authority the person shall provide information on the persons that are members of the administrative, management or supervisory body, as well as the following evidence concerning the person or the natural or legal persons which assume unlimited liability for the debt of the person:

For situations described in (a), (c), (d) or (f), production of a recent extract from the judicial record is required or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of establishment of the person showing that those requirements are satisfied.

For the situation described in point (a) or (b), production of recent certificates issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the person is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions. Where any document described above is not issued in the country concerned, it may be replaced by a sworn statement made before a judicial authority or notary or, failing that, a solemn statement made before an administrative authority or a qualified professional body in its country of establishment.

If the person already submitted such evidence for the purpose of another procedure, its issuing date does not exceed one year and it is still valid, the person shall declare on its honour that the documentary evidence has already been provided and confirm that no changes have occurred in its situation.

INFORMATIKA D.D. 24. 06. 2016 dr. Ciril Kafol
direktor

INFORMATIKA informacijske storitve in inženiring d.d. Maribor, Vetrinjska ulica 2

C2

ANNEX I.D

IDENTIFICATION OF THE TENDERER
(Each service provider, including subcontractor(s) or any member of a consortium or grouping, must complete and sign this identification form)

Invitation to tender no. ACER/OP/MMD/04/2016

Name of the tenderer:	INFORMATIKA, INFORMACIJSKE STORITVE IN INŽENIRING, D.D.
Legal status of the tenderer:	STOCK COMPANY
Date of registration:	February 25th, 1985
Country of registration:	SLOVENIA
Registration number:	5259363
VAT number:	SI5670666130
Description of statutory social security cover (at the level of the Member State of origin) and non-statutory cover (supplementary professional indemnity insurance)[1]	
Address of registered office of the tenderer:	VETRINJSKA ULICA 2, 2000 MARIBOR
Administrative address, if applicable:	
Contact person and function:	Andrej Stajič, director of the production sector
Telephone:	+386 31 739 721
Fax:	+386 1 251 3221
E-mail:	Andrej.stajic@informatika.si
Legal representative and function, or other representative of the tenderer who is authorised to sign contracts with third parties	Dr. Ciril Kafol, director
Declaration by the authorised representative of the organisation[2] **I, the undersigned, certify that the information given in this tender is correct and that the tender is valid.**	

Name and surname of legal representative: dr. Ciril Kafol.....

Signature:..... Date: 27. 06. 2016.....

INFORMATIKA informacijske storitve in inženiring d.d. Maribor, Vetrinjska ulica 2

[1] For natural persons
[2] This person must be included in the list of legal representatives; otherwise the signature on the tender will be invalidated.

C3

FINANCIAL IDENTIFICATION

PRIVACY STATEMENT http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_en.cfm#en

Please use CAPITAL LETTERS and LATIN CHARACTERS when filling in the form.

BANKING DETAILS ①

ACCOUNT NAME ②	INFORMATIKA D.D.
IBAN/ACCOUNT NUMBER ③	SI56 0451 5000 0156 581
CURRENCY	EUR
BIC/SWIFT CODE	KBMASI2XXXX
BRANCH CODE ④	/
BANK NAME	NOVA KBM D.D.

ADDRESS OF BANK BRANCH

STREET & NUMBER	ULICA VITA KRAIGHERJA 4
TOWN/CITY	MARIBOR
POSTCODE	2000
COUNTRY	SLOVENIA

ACCOUNT HOLDER'S DATA

AS DECLARED TO THE BANK

ACCOUNT HOLDER	INFORMATIKA D.D.
STREET & NUMBER	VETRINJSKA ULICA 2
TOWN/CITY	MARIBOR
POSTCODE	2000
COUNTRY	SLOVENIA

REMARK

BANK STAMP + SIGNATURE OF BANK REPRESENTATIVE ⑤

Nova Kreditna banka Maribor d.d. 90

DATE (Obligatory) 04/07/2016

SIGNATURE OF ACCOUNT HOLDER (Obligatory)

INFORMATIKA informacijske storitve in inženiring d.d. Maribor, Vetrinjska ulica 2

① Enter the final bank data and not the data of the intermediary bank.

② This does not refer to the type of account. The account name is usually the one of the account holder. However, the account holder may have chosen to give a different name to its bank account.

③ Fill in the IBAN Code (International Bank Account Number) if it exists in the country where your bank is established

④ Only applicable for US (ABA code), for AU/NZ (BSB code) and for CA (Transit code). Does not apply for other countries.

⑤ It is preferable to attach a copy of RECENT bank statement. Please note that the bank statement has to confirm all the information listed above under 'ACCOUNT NAME', 'ACCOUNT NUMBER/IBAN' and 'BANK NAME'. With an attached statement, the stamp of the bank and the signature of the bank's representative are not required. The signature of the account-holder and the date are ALWAYS mandatory.

C4

PLEASE COMPLETE AND SIGN THIS FORM AND ATTACH COPIES OF OFFICIAL SUPPORTING DOCUMENTS (REGISTER(S) OF COMPANIES, OFFICIAL GAZETTE, VAT REGISTRATION, ETC.)

LEGAL ENTITY

PRIVACY STATEMENT http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm#en

Please use CAPITAL LETTERS and LATIN CHARACTERS when filling in the form.

PRIVATE/PUBLIC LAW BODY WITH LEGAL FORM

OFFICIAL NAME ①	INFORMATIKA, INFORMACIJSKE STORITVE IN INŽENIRING, D.D.
BUSINESS NAME (if different)	
ABBREVIATION	INFORMATIKA, D.D.
LEGAL FORM	STOCK COMPANY
ORGANISATION TYPE	FOR PROFIT [X] NON FOR PROFIT [ ] NGO ② YES [ ] NO [ ]
MAIN REGISTRATION NUMBER ③	5259363
SECONDARY REGISTRATION NUMBER (if applicable)	
PLACE OF MAIN REGISTRATION	CITY MARIBOR; COUNTRY SLOVENIA
DATE OF MAIN REGISTRATION	25 (DD) 02 (MM) 1985 (YYYY)
VAT NUMBER	SI5670666130
ADDRESS OF HEAD OFFICE	VETRINJSKA ULICA 2
POSTCODE	SI-2000
P.O. BOX	
CITY	MARIBOR
COUNTRY	SLOVENIA
PHONE	+386 2 7071 000
E-MAIL	info.informatika@informatika.si

DATE 27/06/2016

STAMP

INFORMATIKA informacijske storitve in inženiring d.d. Maribor, Vetrinjska ulica 2 4

SIGNATURE OF AUTHORISED REPRESENTATIVE

DR. CIRIL KAFOL, DIRECTOR

① National denomination and its translation in EN or FR if existing.

② NGO = Non Governmental Organisation, to be completed if NFPO is indicated.

③ Registration number in the national register of companies. See table with corresponding field denomination by country.

C5

INF16001862

Podatki o subjektu **INFORMATIKA informacijske storitve in inženiring d.d.**, matična številka: **5259363000**, vpisani v poslovni in sodni register in objavljeni po 1. točki drugega odstavka 7. člena ZSReg
na dan 14.04.2016 ob uri 14:24,
datum in ura izpisa: 14.04.2016 ob uri 14:27

Redni izpis iz sodnega/poslovnega registra

Pojasnilo: Datumi vpisa posameznega podatka v sodni register so prikazani v zgodovinskem izpisu.

OSNOVNI PODATKI O SUBJEKTU

status subjekta:	vpisan
datum vpisa subjekta v sodni register:	25.02.1985
matična številka:	5259363000
davčna številka:	SI 70666130
vložna številka:	10087100
firma:	INFORMATIKA informacijske storitve in inženiring d.d.
skrajšana firma:	INFORMATIKA d.d.
sedež:	Maribor
poslovni naslov:	Vetrinjska ulica 2, 2000 Maribor
pravnoorganizacijska oblika:	Delniška družba d.d.
osnovni kapital:	669.653,00 EUR
število delnic:	16.333
vrsta organa nadzora:	Nadzorni svet

DRUŽBENIKI

ni vpisov

POSLOVNI DELEŽI

ni vpisov

OSEBE, POOBLAŠČENE ZA ZASTOPANJE

zap. št. zastopnika:	636254
vrsta zastopnika:	direktor
identifikacijska številka:	EMŠO - podatek ni javen
osebno ime:	Kafol Ciril
naslov:	Vurnikova ulica 11, 1000 Ljubljana
datum podelitve pooblastila:	01.03.2016
način zastopanja:	samostojno
omejitve:	*ni vpisa*

ČLANI ORGANA NADZORA

zap. št. člana:	23033
tip člana:	ČLAN
identifikacijska številka:	EMŠO - podatek ni javen
osebno ime:	Čelik Vitja
Naslov:	Pohorska ulica 15H, 2000 Maribor
datum izvolitve ali imenovanja:	05.08.2013

zap. št. člana:	26963
tip člana:	ČLAN
identifikacijska številka:	EMŠO - podatek ni javen
osebno ime:	Nosan Matej
Naslov:	Kamniška ulica 28, 2000 Maribor
datum izvolitve ali imenovanja:	01.02.2016

zap. št. člana:	26684
tip člana:	ČLAN
identifikacijska številka:	EMŠO - podatek ni javen
osebno ime:	Vrabec Darijo
Naslov:	Kopriva 54, 6221 Dutovlje
datum izvolitve ali imenovanja:	30.11.2015

zap. št. člana:	26623
tip člana:	ČLAN
identifikacijska številka:	EMŠO - podatek ni javen
osebno ime:	Ropoša Silvo
Naslov:	Meljski dol 39, 2000 Maribor
datum izvolitve ali imenovanja:	30.11.2015

zap. št. člana:	26410
tip člana:	PREDSEDNIK
identifikacijska številka:	EMŠO - podatek ni javen
osebno ime:	Kolar Alenka
Naslov:	Za gasilskim domom 2D, 1290 Grosuplje
datum izvolitve ali imenovanja:	24.06.2015

zap. št. člana:	26419
tip člana:	ČLAN
identifikacijska številka:	EMŠO - podatek ni javen
osebno ime:	Orlić Damir
Naslov:	Ulica Angelce Ocepkove 9, 1000 Ljubljana
datum izvolitve ali imenovanja:	19.11.2014

zap. št. člana:	18367
tip člana:	ČLAN
identifikacijska številka:	EMŠO - podatek ni javen
osebno ime:	Jerina Jurij
Naslov:	Vegova ulica 6, 1000 Ljubljana
datum izvolitve ali imenovanja:	21.03.2011

zap. št. člana:	24155
tip člana:	ČLAN
identifikacijska številka:	EMŠO - podatek ni javen
osebno ime:	Rogina Miro
Naslov:	Višnja vas 12D, 3212 Vojnik
datum izvolitve ali imenovanja:	01.06.2014

SKUPŠČINSKI SKLEPI

datum skupščine:	17.07.2007
vsebina sklepa:	Vpiše se sprememba Statuta opr.št. SV 1057/2007 z dne 18.06.2007.

datum skupščine:	26.03.2003
vsebina sklepa:	Dne 26.03.2003 se vpiše sprememba statuta.

datum skupščine:	15.11.2001

vsebina sklepa: Dne 15.11.2001 se vpiše sprememba Statuta:

- V točki 6.1 se spremeni prvi stavek, ki se glasi: Nadzorni svet šteje 8 članov.
- V točki 6.2 se spremeni prvi stavek, ki se glasi: Trije člani nadzornega sveta so predstavniki delavcev družbe in jih izvoli svet delavcev.

datum skupščine: 08.09.2000
vsebina sklepa: Dne 08.09.2000 se vpiše sprememba Statuta.

datum skupščine: 10.12.1999
vsebina sklepa: Dne 10.12.1999 se vpiše predložitev zapisnika 3. skupščine delniške družbe z dne 13.07.1999.

datum skupščine: 26.11.1998
vsebina sklepa: Dne 26.11.1998 se vpiše predložitev zapisnika 2. skupščine delniške družbe z dne 09.06.1998.

RAZNO
vsebina vpisa: Lastninsko preoblikovanje se vpiše na podlagi soglasja Agencije Republike Slovenije za prestrukturiranje in privatizacijo številka: LP 01036/01625-1997/GV z dne 05.03.1997.

vsebina vpisa: POPRAVNI SKLEP Z DNE 04.04.1997 Firma se spremeni tako, da odslej pravilno glasi: INFORMATIKA, informacijske storitve in inženiring d.d.

vsebina vpisa: Dne 05.09.1997 se vpiše zaznamba o predložitvi zapisnika 1. seje skupščine delniške družbe z dne 31.07.1997.

SPREMEMBA DRUŽBENE POGODBE / STATUTA
datum vpisa spremembe v sodni register: 24.03.2015
datum sklepa o spremembi: 20.03.2015

INES BUKOVIČ NOTARKA MARIBOR

Namestnica notarke
Vida Lorber

INES BUKOVIĆ
NOTAR
MARI

C6

PLEASE COMPLETE AND SIGN THIS FORM AND ATTACH COPIES OF OFFICIAL SUPPORTING DOCUMENTS (REGISTER(S) OF COMPANIES, OFFICIAL GAZETTE, VAT REGISTRATION, ETC.)

LEGAL ENTITY

PRIVACY STATEMENT http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.html#en

Please use CAPITAL LETTERS and LATIN CHARACTERS when filling in the form.

PRIVATE/PUBLIC LAW BODY WITH LEGAL FORM

OFFICIAL NAME ①	UNISTAR LC D.O.O., LJUBLJANA
BUSINESS NAME (if different)	
ABBREVIATION	
LEGAL FORM	D.O.O. - private company limited by shares
ORGANISATION TYPE	FOR PROFIT [X] NON FOR PROFIT [ ] NGO ② YES [X] NO [ ]
MAIN REGISTRATION NUMBER ③	5302722000
SECONDARY REGISTRATION NUMBER (if applicable)	
PLACE OF MAIN REGISTRATION	CITY: LJUBLJANA COUNTRY: SLOVENIJA
DATE OF MAIN REGISTRATION	06 (DD) 04 (MM) 1990 (YYYY)
VAT NUMBER	SI18917763
ADDRESS OF HEAD OFFICE	LITOSTROJSKA CESTA 56
POSTCODE	1000
P.O. BOX	
CITY	LJUBLJANA
COUNTRY	SLOVENIJA
PHONE	+386 1 475 55 02
E-MAIL	INFO@UNISTARPRO.SI

DATE 30/06/2016

SIGNATURE OF AUTHORISED REPRESENTATIVE
MIRAN BOŠTIC

STAMP
UNISTAR
Unistar LC d.o.o., Ljubljana
Litostrojska cesta 56
SI-1000 Ljubljana
7

① National denomination and its translation in EN or FR if existing.
② NGO = Non Governmental Organisation, to be completed if NFPO is indicated.
③ Registration number in the national register of companies. See table with corresponding field denomination by country.

16

C7

ANNEX I.E

Declaration on honour on exclusion criteria

The undersigned **Miran Boštic**, representing:

(*only for natural persons*) himself or herself	(*only for legal persons*) the following legal person:
ID or passport number:	Full official name: **UNISTAR LC, ZASTOPSTVO, IZDELAVA IN VZDRŽEVANJE RAČUNALNIŠKE OPREME IN RAČUNALNIŠKIH APLIKACIJ D.O.O** Official legal form: **D.O.O.** Statutory registration number: **5302722000** Full official address: **Litostrojska cesta 56, 1000 Ljubljana** VAT registration number: **SI18917763**

(1) declares whether the above-mentioned person is in one of the following situations or not:

SITUATION OF EXCLUSION CONCERNING THE PERSON	YES	NO
(a) it is bankrupt, subject to insolvency or winding up procedures, its assets are being administered by a liquidator or by a court, it is in an arrangement with creditors, its business activities are suspended or it is in any analogous situation arising from a similar procedure provided for under national legislation or regulations;	☐	☒
(b) it has been established by a final judgement or a final administrative decision that the person is in breach of its obligations relating to the payment of taxes or social security contributions in accordance with the law of the country in which it is established, with those of the country in which the contracting authority is located or those of the country of the performance of the contract;	☐	☒
(c) it has been established by a final judgement or a final administrative decision that the person is guilty of grave professional misconduct by having violated applicable laws or regulations or ethical standards of the profession to which the person belongs, or by having engaged in any wrongful conduct which has an impact on its professional credibity where such conduct denotes wrongful intent or gross negligence, including, in particular, any of the following:		
(i) fraudulently or negligently misrepresenting information required for the verification of the absence of grounds for exclusion or the fulfilment of selection criteria or in the performance of a contract;	☐	☒
(ii) entering into agreement with other persons with the aim of distorting competition;	☐	☒
(iii) violating intellectual property rights;	☐	☒

(iv) attempting to influence the decision-making process of the contracting authority during the award procedure;	☐	☒
(v) attempting to obtain confidential information that may confer upon it undue advantages in the award procedure;	☐	☒
(d) it has been established by a final judgement that the person is guilty of any of the following:		
(i) fraud, within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests, drawn up by the Council Act of 26 July 1995;	☐	☒
(ii) corruption, as defined in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of EU Member States, drawn up by the Council Act of 26 May 1997, and in Article 2(1) of Council Framework Decision 2003/568/JHA, as well as corruption as defined in the legal provisions of the country where the contracting authority is located, the country in which the person is established or the country of the performance of the contract;	☐	☒
(iii) participation in a criminal organisation, as defined in Article 2 of Council Framework Decision 2008/841/JHA;	☐	☒
iv) money laundering or terrorist financing, as defined in Article 1 of Directive 2005/60/EC of the European Parliament and of the Council;	☐	☒
(v) terrorist-related offences or offences linked to terrorist activities, as defined in Articles 1 and 3 of Council Framework Decision 2002/475/JHA, respectively, or inciting, aiding, abetting or attempting to commit such offences, as referred to in Article 4 of that Decision;	☐	☒
(vi) child labour or other forms of trafficking in human beings as defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council;	☐	☒
(e) the person has shown significant deficiencies in complying with the main obligations in the performance of a contract financed by the Union's budget, which has led to its early termination or to the application of liquidated damages or other contractual penalties, or which has been discovered following checks, audits or investigations by an Authorising Officer, OLAF or the Court of Auditors;	☐	☒
(f) it has been established by a final judgment or final administrative decision that the person has committed an irregularity within the meaning of Article 1(2) of Council Regulation (EC, Euratom) No 2988/95;	☐	☒

18

(g) for the situations of grave professional misconduct, fraud, corruption, other criminal offences, significant deficiencies in the performance of the contract or irregularity, the applicant is subject to: i. facts established in the context of audits or investigations carried out by the Court of Auditors, OLAF or internal audit, or any other check, audit or control performed under the responsibility of an authorising officer of an EU institution, of a European office or of an EU agency or body; ii. non-final administrative decisions which may include disciplinary measures taken by the competent supervisory body responsible for the verification of the application of standards of professional ethics; iii. decisions of the ECB, the EIB, the European Investment Fund or international organisations; iv. decisions of the Commission relating to the infringement of the Union's competition rules or of a national competent authority relating to the infringement of Union or national competition law; or v. decisions of exclusion by an authorising officer of an EU institution, of a European office or of an EU agency or body.	☐	☒

(2) declares whether a natural person who is a member of the administrative, management or supervisory body of the above-mentioned legal person, or who haspowers of representation, decision or control with regard to the above-mentioned legal person (this covers the company directors, members of the management or supervisory bodies, and cases where one natural person holds a majority of shares) is in one of the following situations or not:		
SITUATIONS OF EXCLUSION CONCERNING NATURAL PERSONS WITH POWER OF REPRESENTATION, DECISION-MAKING OR CONTROL OVER THE LEGAL PERSON	YES	NO
Situation (c) above (grave professional misconduct)	☐	☒
Situation (d) above (fraud, corruption or other criminal offence)	☐	☒
Situation (e) above (significant deficiencies in performance of a contract)	☐	☒
Situation (f) above (irregularity)	☐	☒

(3) declares whether a natural or legal person that assumes unlimited liability for the debts of the above-mentioned legal person is in one of the following situations or not:			
SITUATIONS OF EXCLUSION CONCERNING NATURAL OR LEGAL PERSONS ASSUMING UNLIMITED LIABILITY FOR THE DEBTS OF THE LEGAL PERSON	YES	NO	N/A
Situation (a) above (bankruptcy)	☐	☐	☒
Situation (b) above (breach in payment of taxes or social security contributions)	☐	☐	☒

(4) declares whether the above-mentioned person is in one of the following situations or not:		
GROUNDS FOR REJECTION FROM THIS PROCEDURE	YES	NO
(h) has not distorted competition by being previously involved in the preparation of procurement documents for this procurement procedure;	☐	☒
(i) has provided accurate, sincere and complete information to the contracting authority within the context of this procurement procedure;	☐	☒
(5) acknowledges that the above-mentioned person may be subject to rejection from this procedure and to administrative sanctions (exclusion or financial penalty) if any of the declarations or information provided as a condition for participating in this procedure prove to be false.		

REMEDIAL MEASURES

If the person declares one of the situations of exclusion listed above, it should indicate the measures it has taken to remedy the exclusion situation, thus demonstrating its reliability. They may include e.g. technical, organisational and personnel measures to prevent further occurrence, compensation of damage or payment of fines. The relevant documentary evidence which appropriately illustrates the remedial measures taken should be provided in annex to this declaration. This does not apply for the situations referred in point (d) of this declaration.

EVIDENCE UPON REQUEST

Upon request and within the time limit set by the contracting authority the person shall provide information on the persons that are members of the administrative, management or supervisory body, as well as the following evidence concerning the person or the natural or legal persons which assume unlimited liability for the debt of the person:

For situations described in (a), (c), (d) or (f), production of a recent extract from the judicial record is required or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of establishment of the person showing that those requirements are satisfied.

For the situation described in point (a) or (b), production of recent certificates issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the person is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions. Where any document described above is not issued in the country concerned, it may be replaced by a sworn statement made before a judicial authority or notary or, failing that, a solemn statement made before an administrative authority or a qualified professional body in its country of establishment.

If the person already submitted such evidence for the purpose of another procedure, its issuing date does not exceed one year and it is still valid, the person shall declare on its honour that the documentary evidence has already been provided and confirm that no changes have occurred in its situation.

Full name	Date	Signature
Miran Boštic, General Manager	30.06.2016	

UNISTAR
Unistar LC d.o.o., I...
Litostrojska cesta 5...
SI-1000 Ljubljana
7

20

C8

PLEASE COMPLETE AND SIGN THIS FORM AND ATTACH COPIES OF OFFICIAL SUPPORTING DOCUMENTS (REGISTER(S) OF COMPANIES, OFFICIAL GAZETTE, VAT REGISTRATION, ETC.)

LEGAL ENTITY

PRIVACY STATEMENT http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm#en

Please use CAPITAL LETTERS and LATIN CHARACTERS when filling in the form.

PRIVATE/PUBLIC LAW BODY WITH LEGAL FORM

OFFICIAL NAME ①	ADDIT DIENSTLEISTUNGEN GMBH & Co KG
BUSINESS NAME (if different)	
ABBREVIATION	ADDIT
LEGAL FORM	GMBH
ORGANISATION TYPE	FOR PROFIT [X] NON FOR PROFIT [ ] NGO ② YES [ ] NO [ ]
MAIN REGISTRATION NUMBER ③	0923010
SECONDARY REGISTRATION NUMBER (if applicable)	
PLACE OF MAIN REGISTRATION	CITY: KLAGENFURT COUNTRY: AUSTRIA
DATE OF MAIN REGISTRATION	01 (DD) 06 (MM) 2001 (YYYY)
VAT NUMBER	ATU51169104
ADDRESS OF HEAD OFFICE	Lakeside B09 9020 Klagenfurt am Wörthersee

POSTCODE	9020	P.O. BOX		CITY	KLAGENFURT
COUNTRY	AUSTRIA			PHONE	+43 (0) 50618 - 49602
E-MAIL	OFFICE@ADDIT.SI				

DATE 4/07/2016

SIGNATURE OF AUTHORISED REPRESENTATIVE

STAMP

addIT
Dienstleistungen GmbH & Co KG
Lakeside B09 9020 Klagenfurt
Tel.: 050618 49602 office@addit.at

① National denomination and its translation in EN or FR if existing.

② NGO = Non Governmental Organisation, to be completed if NFPO is indicated.

③ Registration number in the national register of companies. See table with corresponding field denomination by country.

C9

ANNEX I.E

Declaration on honour on exclusion criteria

The undersigned **Mag. Dieter Jandi**, representing:

(*only for natural persons*) himself or herself	(*only for legal persons*) the following legal person:
ID or passport number:	Full official name: **ADDIT DIENSTLEISTUNGEN** Official legal form: **GMBH & Co KG** Statutory registration number: **0923010** Full official address: **Lakeside B09, 9020 Klagenfurt am Wörthersee** VAT registration number: **ATU51169104**

(1) declares whether the above-mentioned person is in one of the following situations or not:

SITUATION OF EXCLUSION CONCERNING THE PERSON	YES	NO
(a) it is bankrupt, subject to insolvency or winding up procedures, its assets are being administered by a liquidator or by a court, it is in an arrangement with creditors, its business activities are suspended or it is in any analogous situation arising from a similar procedure provided for under national legislation or regulations;	☐	☒
(b) it has been established by a final judgement or a final administrative decision that the person is in breach of its obligations relating to the payment of taxes or social security contributions in accordance with the law of the country in which it is established, with those of the country in which the contracting authority is located or those of the country of the performance of the contract;	☐	☒
(c) it has been established by a final judgement or a final administrative decision that the person is guilty of grave professional misconduct by having violated applicable laws or regulations or ethical standards of the profession to which the person belongs, or by having engaged in any wrongful conduct which has an impact on its professional credibity where such conduct denotes wrongful intent or gross negligence, including, in particular, any of the following:		
(i) fraudulently or negligently misrepresenting information required for the verification of the absence of grounds for exclusion or the fulfilment of selection criteria or in the performance of a contract;	☐	☒
(ii) entering into agreement with other persons with the aim of distorting competition;	☐	☒
(iii) violating intellectual property rights;	☐	☒
(iv) attempting to influence the decision-making process of the contracting authority during the award procedure;	☐	☒

(v) attempting to obtain confidential information that may confer upon it undue advantages in the award procedure;	☐	☒
(d) it has been established by a final judgement that the person is guilty of any of the following:		
(i) fraud, within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests, drawn up by the Council Act of 26 July 1995;	☐	☒
(ii) corruption, as defined in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of EU Member States, drawn up by the Council Act of 26 May 1997, and in Article 2(1) of Council Framework Decision 2003/568/JHA, as well as corruption as defined in the legal provisions of the country where the contracting authority is located, the country in which the person is established or the country of the performance of the contract;	☐	☒
(iii) participation in a criminal organisation, as defined in Article 2 of Council Framework Decision 2008/841/JHA;	☐	☒
iv) money laundering or terrorist financing, as defined in Article 1 of Directive 2005/60/EC of the European Parliament and of the Council;	☐	☒
(v) terrorist-related offences or offences linked to terrorist activities, as defined in Articles 1 and 3 of Council Framework Decision 2002/475/JHA, respectively, or inciting, aiding, abetting or attempting to commit such offences, as referred to in Article 4 of that Decision;	☐	☒
(vi) child labour or other forms of trafficking in human beings as defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council;	☐	☒
(e) the person has shown significant deficiencies in complying with the main obligations in the performance of a contract financed by the Union's budget, which has led to its early termination or to the application of liquidated damages or other contractual penalties, or which has been discovered following checks, audits or investigations by an Authorising Officer, OLAF or the Court of Auditors;	☐	☒
(f) it has been established by a final judgment or final administrative decision that the person has committed an irregularity within the meaning of Article 1(2) of Council Regulation (EC, Euratom) No 2988/95;	☐	☒

(g) for the situations of grave professional misconduct, fraud, corruption, other criminal offences, significant deficiencies in the performance of the contract or irregularity, the applicant is subject to: i. facts established in the context of audits or investigations carried out by the Court of Auditors, OLAF or internal audit, or any other check, audit or control performed under the responsibility of an authorising officer of an EU institution, of a European office or of an EU agency or body; ii. non-final administrative decisions which may include disciplinary measures taken by the competent supervisory body responsible for the verification of the application of standards of professional ethics; iii. decisions of the ECB, the EIB, the European Investment Fund or international organisations; iv. decisions of the Commission relating to the infringement of the Union's competition rules or of a national competent authority relating to the infringement of Union or national competition law; or v. decisions of exclusion by an authorising officer of an EU institution, of a European office or of an EU agency or body.	☐	☒

(2) declares whether a natural person who is a member of the administrative, management or supervisory body of the above-mentioned legal person, or who haspowers of representation, decision or control with regard to the above-mentioned legal person (this covers the company directors, members of the management or supervisory bodies, and cases where one natural person holds a majority of shares) is in one of the following situations or not:

SITUATIONS OF EXCLUSION CONCERNING NATURAL PERSONS WITH POWER OF REPRESENTATION, DECISION-MAKING OR CONTROL OVER THE LEGAL PERSON	YES	NO
Situation (c) above (grave professional misconduct)	☐	☒
Situation (d) above (fraud, corruption or other criminal offence)	☐	☒
Situation (e) above (significant deficiencies in performance of a contract)	☐	☒
Situation (f) above (irregularity)	☐	☒

(3) declares whether a natural or legal person that assumes unlimited liability for the debts of the above-mentioned legal person is in one of the following situations or not:

SITUATIONS OF EXCLUSION CONCERNING NATURAL OR LEGAL PERSONS ASSUMING UNLIMITED LIABILITY FOR THE DEBTS OF THE LEGAL PERSON	YES	NO	N/A
Situation (a) above (bankruptcy)	☐	☐	☒
Situation (b) above (breach in payment of taxes or social security contributions)	☐	☐	☒

24

(4) declares whether the above-mentioned person is in one of the following situations or not:		
GROUNDS FOR REJECTION FROM THIS PROCEDURE	YES	NO
(h) has not distorted competition by being previously involved in the preparation of procurement documents for this procurement procedure;	☐	☒
(i) has provided accurate, sincere and complete information to the contracting authority within the context of this procurement procedure;	☐	☒
(5) acknowledges that the above-mentioned person may be subject to rejection from this procedure and to administrative sanctions (exclusion or financial penalty) if any of the declarations or information provided as a condition for participating in this procedure prove to be false.		

REMEDIAL MEASURES

If the person declares one of the situations of exclusion listed above, it should indicate the measures it has taken to remedy the exclusion situation, thus demonstrating its reliability. They may include e.g. technical, organisational and personnel measures to prevent further occurrence, compensation of damage or payment of fines. The relevant documentary evidence which appropriately illustrates the remedial measures taken should be provided in annex to this declaration. This does not apply for the situations referred in point (d) of this declaration.

EVIDENCE UPON REQUEST

Upon request and within the time limit set by the contracting authority the person shall provide information on the persons that are members of the administrative, management or supervisory body, as well as the following evidence concerning the person or the natural or legal persons which assume unlimited liability for the debt of the person:

For situations described in (a), (c), (d) or (f), production of a recent extract from the judicial record is required or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of establishment of the person showing that those requirements are satisfied.

For the situation described in point (a) or (b), production of recent certificates issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the person is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions. Where any document described above is not issued in the country concerned, it may be replaced by a sworn statement made before a judicial authority or notary or, failing that, a solemn statement made before an administrative authority or a qualified professional body in its country of establishment.

If the person already submitted such evidence for the purpose of another procedure, its issuing date does not exceed one year and it is still valid, the person shall declare on its honour that the documentary evidence has already been provided and confirm that no changes have occurred in its situation.

Full name	Date	Signature
Mag. Dieter Jandi	28.06.2016	

addIT
Dienstleistungen GmbH & Co KG
Lakeside B09, 9020 Klagenfurt
Tel. 050615 49602 office@addIT.at

C10

PLEASE COMPLETE AND SIGN THIS FORM AND ATTACH COPIES OF OFFICIAL SUPPORTING DOCUMENTS (REGISTER(S) OF COMPANIES, OFFICIAL GAZETTE, VAT REGISTRATION, ETC.)

LEGAL ENTITY

PRIVACY STATEMENT http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm#en

Please use CAPITAL LETTERS and LATIN CHARACTERS when filling in the form.

PRIVATE/PUBLIC LAW BODY WITH LEGAL FORM

OFFICIAL NAME ①	INASSET SRL
BUSINESS NAME (if different)	
ABBREVIATION	
LEGAL FORM	LIMITED RESPONSIBILITY COMPANY
ORGANISATION TYPE	FOR PROFIT [X] NON FOR PROFIT [ ] NGO ② YES [ ] NO [ ]
MAIN REGISTRATION NUMBER ③	02349490306
SECONDARY REGISTRATION NUMBER (if applicable)	
PLACE OF MAIN REGISTRATION	CITY UDINE COUNTRY ITALY
DATE OF MAIN REGISTRATION	31 (DD) 10 (MM) 2004 (YYYY)
VAT NUMBER	02349490306
ADDRESS OF HEAD OFFICE	VIA SPILIMBERGO 70, PASIAN DO PRATO
POSTCODE	33037
P.O. BOX	
CITY	UDINE
COUNTRY	ITALY
PHONE	+39 0432 1698050
E-MAIL	R.CELLA@INASSET.IT

DATE 4/07/2016

SIGNATURE OF AUTHORISED REPRESENTATIVE

STAMP

INASSET S.r.l.
Via Spilimbergo, 70
33037 Pasian di Prato (UD)
P.I. 02349490306 - REA UD 254119

① National denomination and its translation in EN or FR if existing.
② NGO = Non Governmental Organisation, to be completed if NFPO is indicated.
③ Registration number in the national register of companies. See table with corresponding field denomination by country.

C11

ANNEX I.E

Declaration on honour on exclusion criteria

The undersigned Roberto Cella representing: Inasset SRL

himself or herself	the following legal person: Roberto Cella
ID or passport number:	Full official name: Inasset SRL Official legal form: Limited Liability Company Statutory registration number: **02349490306** Full official address: Via SPilimbergo 70, Pasan di Prato, Udine, 33037 Italy VAT registration number: **02349490306**

(1) declares whether the above-mentioned person is in one of the following situations or not:

SITUATION OF EXCLUSION CONCERNING THE PERSON	YES	NO
(a) it is bankrupt, subject to insolvency or winding up procedures, its assets are being administered by a liquidator or by a court, it is in an arrangement with creditors, its business activities are suspended or it is in any analogous situation arising from a similar procedure provided for under national legislation or regulations;	☐	☒
(b) it has been established by a final judgement or a final administrative decision that the person is in breach of its obligations relating to the payment of taxes or social security contributions in accordance with the law of the country in which it is established, with those of the country in which the contracting authority is located or those of the country of the performance of the contract;	☐	☒
(c) it has been established by a final judgement or a final administrative decision that the person is guilty of grave professional misconduct by having violated applicable laws or regulations or ethical standards of the profession to which the person belongs, or by having engaged in any wrongful conduct which has an impact on its professional credibity where such conduct denotes wrongful intent or gross negligence, including, in particular, any of the following:		
(i) fraudulently or negligently misrepresenting information required for the verification of the absence of grounds for exclusion or the fulfilment of selection criteria or in the performance of a contract;	☐	☒
(ii) entering into agreement with other persons with the aim of distorting competition;	☐	☒
(iii) violating intellectual property rights;	☐	☒
(iv) attempting to influence the decision-making process of the contracting authority during the award procedure;	☐	☒

(v) attempting to obtain confidential information that may confer upon it undue advantages in the award procedure;	☐	☒
(d) it has been established by a final judgement that the person is guilty of any of the following:		
(i) fraud, within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests, drawn up by the Council Act of 26 July 1995;	☐	☒
(ii) corruption, as defined in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of EU Member States, drawn up by the Council Act of 26 May 1997, and in Article 2(1) of Council Framework Decision 2003/568/JHA, as well as corruption as defined in the legal provisions of the country where the contracting authority is located, the country in which the person is established or the country of the performance of the contract;	☐	☒
(iii) participation in a criminal organisation, as defined in Article 2 of Council Framework Decision 2008/841/JHA;	☐	☒
iv) money laundering or terrorist financing, as defined in Article 1 of Directive 2005/60/EC of the European Parliament and of the Council;	☐	☒
(v) terrorist-related offences or offences linked to terrorist activities, as defined in Articles 1 and 3 of Council Framework Decision 2002/475/JHA, respectively, or inciting, aiding, abetting or attempting to commit such offences, as referred to in Article 4 of that Decision;	☐	☒
(vi) child labour or other forms of trafficking in human beings as defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council;	☐	☒
(e) the person has shown significant deficiencies in complying with the main obligations in the performance of a contract financed by the Union's budget, which has led to its early termination or to the application of liquidated damages or other contractual penalties, or which has been discovered following checks, audits or investigations by an Authorising Officer, OLAF or the Court of Auditors;	☐	☒
(f) it has been established by a final judgment or final administrative decision that the person has committed an irregularity within the meaning of Article 1(2) of Council Regulation (EC, Euratom) No 2988/95;	☐	☒

29

(g) for the situations of grave professional misconduct, fraud, corruption, other criminal offences, significant deficiencies in the performance of the contract or irregularity, the applicant is subject to: i. facts established in the context of audits or investigations carried out by the Court of Auditors, OLAF or internal audit, or any other check, audit or control performed under the responsibility of an authorising officer of an EU institution, of a European office or of an EU agency or body; ii. non-final administrative decisions which may include disciplinary measures taken by the competent supervisory body responsible for the verification of the application of standards of professional ethics; iii. decisions of the ECB, the EIB, the European Investment Fund or international organisations; iv. decisions of the Commission relating to the infringement of the Union's competition rules or of a national competent authority relating to the infringement of Union or national competition law; or v. decisions of exclusion by an authorising officer of an EU institution, of a European office or of an EU agency or body.	☐	☒

[Only for legal persons other than Member States and local authorities, otherwise delete this table]

(2) declares whether a natural person who is a member of the administrative, management or supervisory body of the above-mentioned legal person, or who haspowers of representation, decision or control with regard to the above-mentioned legal person (this covers the company directors, members of the management or supervisory bodies, and cases where one natural person holds a majority of shares) is in one of the following situations or not:

SITUATIONS OF EXCLUSION CONCERNING NATURAL PERSONS WITH POWER OF REPRESENTATION, DECISION-MAKING OR CONTROL OVER THE LEGAL PERSON	YES	NO
Situation (c) above (grave professional misconduct)	☐	☒
Situation (d) above (fraud, corruption or other criminal offence)	☐	☒
Situation (e) above (significant deficiencies in performance of a contract)	☐	☒
Situation (f) above (irregularity)	☐	☒

(3) declares whether a natural or legal person that assumes unlimited liability for the debts of the above-mentioned legal person is in one of the following situations or not:

SITUATIONS OF EXCLUSION CONCERNING NATURAL OR LEGAL PERSONS ASSUMING UNLIMITED LIABILITY FOR THE DEBTS OF THE LEGAL PERSON	YES	NO	N/A
Situation (a) above (bankruptcy)	☐	☒	☐

Situation (b) above (breach in payment of taxes or social security contributions)	☐	☒	☐

(4) declares whether the above-mentioned person is in one of the following situations or not:		
GROUNDS FOR REJECTION FROM THIS PROCEDURE	YES	NO
(h) has not distorted competition by being previously involved in the preparation of procurement documents for this procurement procedure;	☐	☒
(i) has provided accurate, sincere and complete information to the contracting authority within the context of this procurement procedure;	☐	☒
(5) acknowledges that the above-mentioned person may be subject to rejection from this procedure and to administrative sanctions (exclusion or financial penalty) if any of the declarations or information provided as a condition for participating in this procedure prove to be false.		

REMEDIAL MEASURES

If the person declares one of the situations of exclusion listed above, it should indicate the measures it has taken to remedy the exclusion situation, thus demonstrating its reliability. They may include e.g. technical, organisational and personnel measures to prevent further occurrence, compensation of damage or payment of fines. The relevant documentary evidence which appropriately illustrates the remedial measures taken should be provided in annex to this declaration. This does not apply for the situations referred in point (d) of this declaration.

EVIDENCE UPON REQUEST

Upon request and within the time limit set by the contracting authority the person shall provide information on the persons that are members of the administrative, management or supervisory body, as well as the following evidence concerning the person or the natural or legal persons which assume unlimited liability for the debt of the person:

For situations described in (a), (c), (d) or (f), production of a recent extract from the judicial record is required or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of establishment of the person showing that those requirements are satisfied.

For the situation described in point (a) or (b), production of recent certificates issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the person is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions. Where any document described above is not issued in the country concerned, it may be replaced by a sworn statement made before a judicial authority or notary or, failing that, a solemn statement made before an administrative authority or a qualified professional body in its country of establishment.

If the person already submitted such evidence for the purpose of another procedure, its issuing date does not exceed one year and it is still valid, the person shall declare on its honour that the documentary evidence has already been provided and confirm that no changes have occurred in its situation.

Full name	Date	Signature
ROBERTO GELLA	04/07/16	

INASSET S.r.l.
Via Spilimbergo, 70
33037 Pasian di Prato (UD)
P.I. 02349490306 - REA UD 254119

D1

ZAVAROVALNICA TRIGLAV, D.D.
MIKLOŠIČEVA CESTA 19, SI-1000 LJUBLJANA, SLOVENIJA
TEL.: ++386 1 474 72 00
WWW.TRIGLAV.EU, WWW.TRIGLAV.SI

SLUŽBA ZA KORPORACIJSKE ZAVAROVANCE
DUNAJSKA 22
TEL.: 01 5882104

triglav

NAŠ ZNAK:

VAŠ ZNAK:

INFORMATIKA d.d.
Vetrinjska ulica 2
2000 MARIBOR

DATUM: Ljubljana, 4/7/2016

ZADEVA: **Letter of intent**

Dear Sirs,

We welcome the opportunity to submit a letter of intent with reference to TENDER No. ACERIOP/MMDIO4I2O76 (open tender procedure) for the provision of IT hosting services for the Agency for the Cooperation of Energy Regulators.

According to ***Tender Document ANNEX I Tender specifications (ACER/OP/MMD/04/2016)***, point 17.2 Economic and financial capacity, we declare that **Zavarovalnica Triglav d.d., Miklošičeva 19, 1000 Ljubljana** is willing to submit the Professional Liability Insurance Policy of EUR 500.000 per claim in the aggregate if Informatika d.d. is going to participate in the Project.

This letter of intent is neither an offer nor a contract. It is nonbinding and constitutes an indication of intent only and creates no liability or obligation of any nature whatsoever among the parties. Legally binding obligations will only arise upon execution of a definitive agreement based upon the Insurance Offer.

The Insurer:
ZAVAROVALNICA TRIGLAV D.D.

ZAVAROVALNICA TRIGLAV, D.D. 101 LJUBLJANA

D2

POLNI CERTIFIKAT
Družini prijazno podjetje

SI ISO 9001 Q-1454

IQNet

INFORMATIKA

INFORMATIKA,
informacijske storitve in inženiring, d. d.

2000 Maribor, Vetrinjska ul. 2
Telefon : 02/707 10 00
Telefax : 02/25-23-852

1000 Ljubljana, Hajdrihova ul. 2
Telefon : 02/707 10 00
Telefax : 01/251- 32-21

Transakcijski račun: 04515-0000156581

To whom it may concern

Avtor: IN1081

Maribor, 28.06.2016

Zadeva: **Statement of turnover**

Due to requests in tender ACER/OP/MMD/04/2016 we hereby declare our annual turnover in financial years 2014 and 2015. (The financial year is equal to the calendar year)

INCOME STATEMENT in EUR	Year 2014	Year 2015
1. NET SALES REVENUES	11.490.614	11.123.780
2. OTHER OPERATING REVENUES	10.710	164.286
3. COST OF GOODS, MATERIALS AND SERVICES	6.493.918	6.999.790
4. LABOUR COSTS	4.294.836	4.257.795
5. WRITE-OFFS	460.852	396.375
6. OTHER OPERATING EXPENSES	60.300	52.180
7. FINANCIAL REVENUES FROM LOANS	78	5
8. FINANCIAL REVENUES FROM OPERATING RECEIVABLES	953	586
9. FIN. EXPENSES FROM IMPAIRMENT AND WRITE-OFFS FIN. INVESTMENTS	27.336	18.862
10. FINANCIAL EXPENSES FROM FINANCIAL LIABILITIES	4.836	0
11. FINANCIAL EXPENSES FROM OPERATING LIABILITIES	1.410	7.887
13. OTHER EXPENSES	5.625	0
14. INCOME TAX	0	0
15. DEFERRED TAXES	-16.965	-33.489
16. NET PROFIT FOR THE PERIOD	137.276	-477.722

(Source: annual reports 2014, 2015)

We further declare our annual turnover for years 2014 and 2015, concerning the FWC (hosting services and providing of IT services) with our major customers (in EUR):

LETO	NAZIV_NASLOV	NAZIV_KONTO	AMOUNT
2014	ELEKTRO CELJE, D.D., VRUNČEVA ULICA 2 A, 3000 CELJE	HOSTING SERVICES PRINTING ENVELOPING	5.042,86
		HOSTING SERVICES APP. DEVELOPEMENT	11.479,50
		HOSTING INFRASRUCTURE/SERVICES	1.072.284,23
		HOSTING INFRASTRUCTURE - SYSTEM SW	172.126,08
		All values for ELEKTRO CELJE, D.D., VRUNČEVA ULICA 2 A, 3000 CELJE	1.260.932,67
	ELEKTRO GORENJSKA, D.D., ULICA MIRKA VADNOVA 3 A, 4000 KRANJ	HOSTING SERVICES APP. DEVELOPEMENT	18.848,50
		HOSTING INFRASRUCTURE/SERVICES	624.107,33
		HOSTING INFRASTRUCTURE - SYSTEM SW	63.938,04
		All values for ELEKTRO GORENJSKA, D.D., ULICA MIRKA VADNOVA 3 A, 4000 KRAI	706.893,87
	ELEKTRO LJUBLJANA D.D., SLOVENSKA CESTA 58, 1000 LJUBLJANA	HOSTING SERVICES PRINTING ENVELOPING	6.357,65
		HOSTING SERVICES APP. DEVELOPEMENT	6.446,00
		HOSTING INFRASRUCTURE/SERVICES	1.728.534,50
		HOSTING INFRASTRUCTURE - SYSTEM SW	107.856,00
		All values for ELEKTRO LJUBLJANA D.D., SLOVENSKA CESTA 58, 1000 LJUBLJANA	1.849.194,15
	ELEKTRO MARIBOR, D.D., VETRINJSKA ULICA 2, 2000 MARIBOR	PRINTING / ENVELOPING ADDITIONAL	201,85
		HOSTING SERVICES PRINTING ENVELOPING	113.471,16
		HOSTING SERVICES APP. DEVELOPEMENT	11.479,50
		HOSTING INFRASRUCTURE/SERVICES	1.213.163,47
		HOSTING INFRASTRUCTURE - SYSTEM SW	92.686,92
		All values for ELEKTRO MARIBOR, D.D., VETRINJSKA ULICA 2, 2000 MARIBOR	1.431.002,90
	ELEKTRO PRIMORSKA D.D., ERJAVČEVA ULICA 22, 5000 NOVA GORICA	HOSTING SERVICES PRINTING ENVELOPING	67.362,02
		HOSTING SERVICES APP. DEVELOPEMENT	7.779,50
		HOSTING INFRASRUCTURE/SERVICES	672.199,42
		HOSTING INFRASTRUCTURE - SYSTEM SW	153.932,28
		All values for ELEKTRO PRIMORSKA D.D., ERJAVČEVA ULICA 22, 5000 NOVA GORI	901.273,22
	All values for 2014		6.149.296,81
2015	ELEKTRO CELJE, D.D., VRUNČEVA ULICA 2 A, 3000 CELJE	PRINTING / ENVELOPING ADDITIONAL	34,18
		HOSTING SERVICES PRINTING ENVELOPING	3.925,19
		HOSTING SERVICES APP. DEVELOPEMENT	11.427,13
		HOSTING INFRASRUCTURE/SERVICES	1.096.248,51
		HOSTING INFRASTRUCTURE - SYSTEM SW	172.126,08
		HOSTING SERVICES - MAINTENACE E-IS	34.953,60
		All values for ELEKTRO CELJE, D.D., VRUNČEVA ULICA 2 A, 3000 CELJE	1.318.714,69
	ELEKTRO GORENJSKA, D.D., ULICA MIRKA VADNOVA 3 A, 4000 KRANJ	HOSTING INFRASRUCTURE/SERVICES	457.638,56
		HOSTING INFRASTRUCTURE - SYSTEM SW	63.938,04
		All values for ELEKTRO GORENJSKA, D.D., ULICA MIRKA VADNOVA 3 A, 4000 KRAI	521.576,60
	ELEKTRO LJUBLJANA D.D., SLOVENSKA CESTA 58, 1000 LJUBLJANA	PRINTING / ENVELOPING ADDITIONAL	55,13
		HOSTING SERVICES PRINTING ENVELOPING	6.884,60
		HOSTING SERVICES APP. DEVELOPEMENT	53.897,93
		HOSTING INFRASRUCTURE/SERVICES	1.730.874,33
		HOSTING INFRASTRUCTURE - SYSTEM SW	107.856,00
		HOSTING SERVICES - MAINTENACE E-IS	45.276,00
		All values for ELEKTRO LJUBLJANA D.D., SLOVENSKA CESTA 58, 1000 LJUBLJANA	1.944.843,99
	ELEKTRO MARIBOR, D.D., VETRINJSKA ULICA 2, 2000 MARIBOR	PRINTING / ENVELOPING ADDITIONAL	188,49
		HOSTING SERVICES PRINTING ENVELOPING	3.493,13
		HOSTING SERVICES APP. DEVELOPEMENT	7.455,13
		HOSTING INFRASRUCTURE/SERVICES	1.376.196,83
		HOSTING INFRASTRUCTURE - SYSTEM SW	92.686,92
		HOSTING SERVICES - MAINTENACE E-IS	30.560,64
		All values for ELEKTRO MARIBOR, D.D., VETRINJSKA ULICA 2, 2000 MARIBOR	1.510.581,14
	ELEKTRO PRIMORSKA D.D., ERJAVČEVA ULICA 22, 5000 NOVA GORICA	PRINTING / ENVELOPING ADDITIONAL	23,01
		HOSTING SERVICES PRINTING ENVELOPING	3.115,27
		HOSTING SERVICES APP. DEVELOPEMENT	7.455,13
		HOSTING INFRASRUCTURE/SERVICES	761.492,07
		HOSTING INFRASTRUCTURE - SYSTEM SW	153.932,28
		HOSTING SERVICES - MAINTENACE E-IS	24.879,36
		All values for ELEKTRO PRIMORSKA D.D., ERJAVČEVA ULICA 22, 5000 NOVA GORI	950.897,12
	All values for 2015		6.246.613,54
All values			12.395.910,35

All the data in this statement are solely intended for the purpose of biding for the tender ACER/OP/MMD/04/2016 and it is strictly forbidden to use them for any other purpose.

INFORMATIKA informacijske storitve in inženiring d.d. Maribor, Vetrinjska ulica 2

Direktor:
dr. Ciril Kafol

D3

POLNI CERTIFIKAT
Družini prijazno podjetje

SIQ ISO 9001 Q-1454

IQNet

INFORMATIKA

INFORMATIKA,
informacijske storitve in inženiring, d. d.

2000 Maribor, Vetrinjska ul. 2
Telefon : 02/707 10 00
Telefax : 02/25-23-852

1000 Ljubljana, Hajdrihova ul. 2
Telefon : 02/707 10 00
Telefax : 01/251- 32-21

Transakcijski račun: 04515-0000156581

Avtor: IN1081

Maribor, 28.06.2016

To whom it may concern

Subject: **Statement of the average annual manpower**

Due to requests in tender ACER/OP/MMD/04/2016 we declare, that average annual number of employees in years 2014 and 2015 was as follows:

Year	Average annual number of employees	Average annual number of employees, excluding managerial staff.
2014	106,5	105,5
2015	102,5	101,5

Source: Annual reports 2014 and 2015

According to Statute of the joint stock company Informatika d.d., (Maribor, 20. 03. 2015, chapter 5.3) management board consists of 1 (one) member – director of the company.

All the data in this statement are solely intended for the purpose of biding for the tender ACER/OP/MMD/04/2016 and it is strictly forbidden to use them for any other purpose.

Director:
dr. Ciril Kafol

INFORMATIKA informacijske storitve in inženiring d.d. Maribor, Vetrinjska ulica 2

D4

POLNI CERTIFIKAT
Družini prijazno podjetje

SIQ ISO 9001 Q-1454

IQNet

INFORMATIKA

INFORMATIKA,
informacijske storitve in inženiring, d. d.

2000 Maribor, Vetrinjska ul. 2
Telefon : 02/707 10 00
Telefax : 02/25-23-852

1000 Ljubljana, Hajdrihova ul. 2
Telefon : 02/707 10 00
Telefax : 01/251- 32-21

Transakcijski račun: 04515-0000156581

To whom it may concern

Avtor: IN1081

Maribor, 28.06.2016

Subject: **Statement of experience**

Due to requests in tender ACER/OP/MMD/04/2016 we describe our experience and ability of providing IT hosting services on larger scale. Our company has been providing IT hosting services for electric power distribution companies (EPDC) in Slovenia for more than 25 years. For the purpose of making a bid to above mentioned tender, we provide two reference statements signed by two largest EPDC, referring to contracts 3/2013 and 4/2013. Both contracts have been prepared on the same template and differences are only in the volume. Please find the Appendix 1 to the contract 3/2013 attached to this statement, which contains the price list for all the services, included in the contract. We believe that it is the best practical way, to describe the nature and the scope of contract. The services are translated in English and the prices are blacked out due to NDA. If the contracting authority decides that the overview over the whole contract is needed, we can provide it upon request, but we would like to point it out, that disclosing the whole contract is subject of confirmation by the other contract party.

For more than 25 years, we have been owning, maintaining and providing the IBM mainframe based infrastructure and services, please find the scheme of current configuration in the attachment. The other attachment is illustrating the way of connecting our customers to our hosting services.

All the data in this statement are solely intended for the purpose of biding for the tender ACER/OP/MMD/04/2016 and it is strictly forbidden to use them for any other purpose.

INFORMATIKA informacijske storitve in inženiring d.d. Maribor, Vetrinjska ulica 2

Director:
dr. Ciril Kafol

- Attachment1: Price list
- Attachment2: Mainframe configuration
- Attachment3: Connection scheme
- Attachment3: Reference statements Elektro Ljubljana & Elektro Maribor

PRILOGA 1 – Cenik, vsebina in deleži rednih obdelav podatkov, produkcije in svetovanja

(Appendix 1 – Price sheet, content and shares of regular data processing, produstion and consulting services)

Izvajalec bo po dogovorjenem urniku izvajal vse obdelave, ki so sestavni del storitev, navedenih v tej prilogi. (The contractor will perfotm all processing, According to This settled schedules, which are part of services included and These appendix)

O vsaki morebitni neplanirani prekinitvi izvajanja obdelav (višja sila), bo izvajalec obvestil naročnika in se dogovoril o nadomestnih terminih izvajanja obdelav. (In case of any unplanned suspension of the hosting services (vis maior), the provider is obliged to notify the client and negotiate substitute dates of performing data processing.)

The price of regular hosting services, data processing, production and consultancy

The price of the service provider in the field of data processing and production, and regular consultations with the specification of the measurement[1] :

No.	Services	Measurement	Unit value (€)
1	The management and protection of SIS	The number of registered users (RACF)	[redacted]
2	Management of the organizational unit SIS	The Number Of ORG/LOC	[redacted]
3	Management of the activity of the SIS	The number of activities (active on the 2nd ORG level)	[redacted]
4	Asset mannagement	Number of units of DEES in the BTP	[redacted]
5	Invoice (invoices issued)	The number of issued invoices	[redacted]
6	General Ledger management, with subsidiary accounts	The number of entries to g/l	[redacted]
7	Receipt of invoices (invoiced tax book)	The number of received invoices	[redacted]
8	Management of the investment and of the capital maintenance	The number of positions to implement the plan in the current year	[redacted]
9	Keeping staff records	The number of recorded persons	[redacted]

[1] Cenik je definiran na osnovi predpostavke uporabe zmogljivosti Informatike, d.d. s strani vseh elektrodistribucij in njihovih hčerinskih podjetij za distribucijo električne energije.

10	Management of the substantive operations	The number of entries issues and receipts of materials	[redacted]
11	Warehouse management business, ordering	The number of entries warehouse business	[redacted]
12	Salaries	The number of treatments for workers	[redacted]
13	Management of fixed assets	The number of records in the OS	[redacted]
15	Management of work orders	The number of opened WO	[redacted]
16	Consulting	The number of the share of service jobs in the past year	[redacted]
20	Invoicing the electric energy -print invoices for network fee	number of printed accounts only for network fee	[redacted]
21	Invoicing the electric energy – the enveloping invoices for network fee	number of enveloped bills only for network fee[2]	[redacted]
22	Invoicing the electric energy – processing network fee	number of the sales charge for monitoring sites	[redacted]
30	Invoicing the electric energy -print invoices for power	number of printed invoices common charges only for the power	[redacted]
31	Invoicing the electric energy -invoices for enveloping power	the number of enveloped accounts common charges only for the power[3]	[redacted]
32	Invoicing the electric energy – processing power	number of the sales charge for meetering points	[redacted]
41	The use of the portal "Perun" – Exchange of information	The number of sampling or meetering points	[redacted]
80	Compensation for the use of electronic invoices	The proportion isued invoices of DIS/PEE	[redacted]
81	Delivery of e-invoices	The number of electronic invoices	[redacted]
99	Sist. software - enhance the functionality	Fixed by the client	[redacted]
100	Standard Exchange mailbox (1 GB)	Number of drawers	[redacted]
101	Superior Exchange mailbox (unlimited, pushmail)	Number of drawers	[redacted]
102	Hosting and management of the system FIM	Fixed by the company	[redacted]

[2] Zaradi mehanskega delovanja kuvertirke občasno prihaja do manjših okvar le te in do uničenja ali poškodovanja posameznih dokumentov. Le-te dokumente se potem ročno kuvertira zaradi česar meritev izvedenih kuvertiranj po števcu kuvertirke odstopa od dejansko skuvertiranih dokumentov. Zato se kot osnovo za izračun uporablja število natisnjenih računov, kot v postavki 30. Na to količino se prizna 2% količinski popust, ker se določen del natisnjenih računov ne kuvertira na Informatiki, d.d.

[3] Zaradi mehanskega delovanja kuvertirke občasno prihaja do manjših okvar le te in do uničenja ali poškodovanja posameznih dokumentov. Le-te dokumente se potem ročno kuvertira zaradi česar meritev izvedenih kuvertiranj po števcu kuvertirke odstopa od dejansko skuvertiranih dokumentov. Zato se kot osnovo za izračun uporablja število natisnjenih računov, kot v postavki 30. Na to količino se prizna 2% količinski popust, ker se določen del natisnjenih računov ne kuvertira na Informatiki, d.d.

103	Management of the VPN access for external users	Number of external users	[redacted]
104	eService	The number of meetering points registered in the eServices	[redacted]
105	Lync – the operation and management of universal communication	The number of users	[redacted]
106	LYNC – EDGE	The number of users	[redacted]
107	LYNC – backup	The number of users	[redacted]
200	AFP Printing	The number of calls to the database	[redacted]
201	»BIM_BAM«	The number of calls to the database	[redacted]
202	»BTPMojster«	The number of calls to the database	[redacted]
203	DB/2 EXPORT CLP	The number of calls to the database	[redacted]
204	DB/2 EXPORT DB2BP	The number of calls to the database	[redacted]
205	DB/2 EXPORT DB2SQL	The number of calls to the database	[redacted]
206	DB/2 Java access (EVIJET.-FAT Java Client)	The number of calls to the database (unit price 1000 calls)	[redacted]
207	DTE access	The number of calls to the database	[redacted]
208	»ElektroEvidence«	The number of calls to the database (unit price 1000 calls)	[redacted]
209	Records server	The number of calls to the database (unit price 1000 calls)	[redacted]
210	FTW access	The number of calls to the database	[redacted]
211	»KRPAN« Power	The number of calls to the database (unit price 1000 calls)	[redacted]
212	»KRPAN« Network	The number of calls to the database	[redacted]
213	Mowe Server	The number of calls to the database	[redacted]
214	Ms Access	The number of calls to the database	[redacted]
215	Ms Excel	The number of calls to the database (unit price 1000 calls)	[redacted]
216	MS Winword	The number of calls to the database (unit price 1000 calls)	[redacted]
217	Clients	The number of calls to the database	[redacted]
218	Network access contracts	The number of calls to the database	[redacted]

219	»PoZah«	The number of calls to the database	[redacted]
220	»PP_Prenos EMIC«	The number of calls to the database	[redacted]
221	»PP_Prenos_plačil«	The number of calls to the database (unit price 1000 calls)	[redacted]
222	PPNN Bank	The number of calls to the database	[redacted]
223	Pro forma invoices	The number of calls to the database	[redacted]
224	Advanced services	The number of calls to the database	[redacted]
225	SDMS Server	The number of calls to the database (unit price 1000 calls)	[redacted]
226	Access to the network contract, the consent of the manufacturer,	The number of calls to the database	[redacted]
227	SqlServer access	The number of calls to the database	[redacted]
228	»Tehnikalije«	The number of calls to the database	[redacted]
229	»Zasko« and »ZaskoS«	The number of calls to the database	[redacted]
300	CM OnDemand Archive	The number of documents in the archives (the price per unit of 1,000,000 documents)	[redacted]
301	CM OnDemand access	Številov views in the archive	[redacted]
400	Maintenance the E-IS[4]	Fixed by the company	[redacted]
401	Connect and manage client-management changes	The number of data modifications to the sites	[redacted]
402	Connecting and managing client record keeping	The number of active monitoring sites	[redacted]
500	DRC services	Fixed by the company	[redacted]

Regular data processing, production and consulting

Regular data processing and production and consulting services include all activities necessary for the smooth operation of the SIS as follows:

- **maintenance of hardware and system software in SIS,**

[4] Se prične zaračunavati z dnem prehoda eIS v produkcijo

- **ensure the smooth operation of the application software,**
- **managing mechanisms of relational databases,**
- **maintenance and protection of data structures with regular backups**
- **management and maintenance of computer network equipment, which is owned by the contractor,**
- **providing access to the Internet,**
- **intrusion prevention from other networks, and blocking malicious code (with the implementation of the common security policies)**
- **batch processing**
- **serial printing and mass-enveloping of the documents**
- **purchase of equipment, materials and services of common concern,**
- **consulting for use of the in-house software and performing short-term tasks for which it is not possible to draw up the project functions (estimated duration shorter than 40 man-hours) and it is necessary to ensure the proper application of the SIS**

The price of other additional services (projects and other additional work at the request of the Client)

Prices are displayed per hour depending on the profile and complexity of work:

No.	Type of work	Complexity	A feature of the work	Experts	The price of the working hours (excl. VAT)
1	Ancillary works	Routine work without the required special skills and prior deployment.	Office administrative and other ancillary works. Less demanding service machine-technical work.	Operator, clerk	[redacted]
2	Simple work	Require prior education and experience, and shorter introduction of up to 1 month.	Repairs, basic technical and maintenance work. Implementation of surveys, collecting material. Independently solve simple problems trough known procedures.	Secretary, administrative clerk, operator for customer support.	[redacted]
3	Demanding work	Need an in-depth introduction of a few months.	Easy programming, moderate work on workstations and networks. Independently resolving complex problems in known situations.	Senior operator, analyst-programmer, the main operator.	[redacted]
4	Highly demanding	Specialist education needed, and at least 1 year	Intermediate programming, simple education and introduction, documenting software solutions, preparation and creation of user documentation,	Analyst-Organizer, an analyst-programmer, systems programmer, head of	[redacted]

	work	experience.	Web design, easy management of servers independently solving complex problems.	operative.	
5	Professional work	Solving very complex problems, which require several years of work experience.	Running less demanding projects, system analysis and design, challenging management servers.	Designer of computer communications, the main system programmer, senior system programmer, database administrator.	[redacted]
6	Highly professional work	Solving extremely complex problems, which require several years of work experience and specialization.	Management and coordination of complex projects, complex programming and education, conceptual design, manufacture of complex professional materials.	Senior Analyst, senior designer of computer communications, the head of the Department.	[redacted]
7	Expert work	Independently solving the most complex problems for which multi-year experience is necessary and in-depth knowledge on a particular professional field.	Strategic consulting, consultancy for implementation and integration of applications and complex systems, challenging work, analysis and design on the specialized and complex systems.	Head of service, Advisor to the Director, the Director of the sector	[redacted]

In calculating the rate of pay, contributions and taxes on wages and salaries, training expenses, the acquisition of work and general expenses have been taken into account. The average 28% discount depending on the recommended price of the CHAMBER of COMMERCE is introduced. Travel expenses, subsistence expenses and material costs are calculated separately. For services rendered outside working hours (after 17:00 hours) a supplement of 50% will be charged. For services rendered after 20:00 hours and on Saturdays, Sundays and public holidays, the suplement surcharge is 100%.

The price of the additional printing and enveloping

No	Services	Unit value (€)
1	Enveloping the additional sheet	[redacted]
2	Printing and enveloping other documents	On request

ATTACHMENT 2/1

PRIMARNA LOKACIJA LJ

PROCESOR Z12

DISKOVNI SISTEM DS8870

TAPE LIBRARY 3500

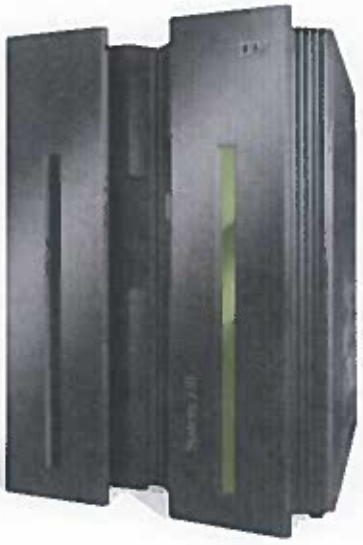
POSPEŠEVALNIK VERZIJA 4

175

ATTACHMENT 2/2

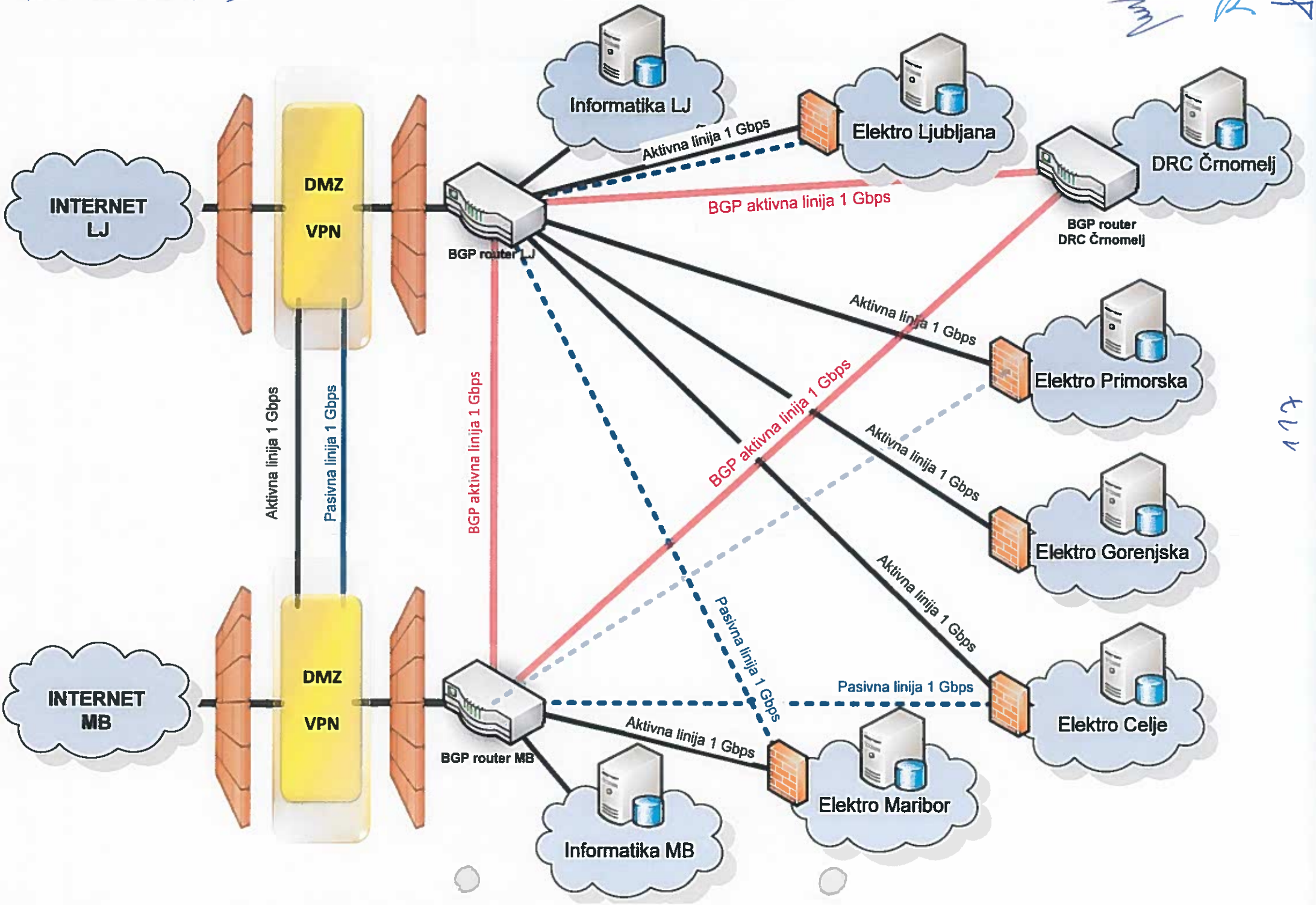
REZERVNA LOKACIJA
DISASTER RECOVERY

PROCESOR Z10



DISKOVNI SISTEM DS8800

116


INTERNET LJ
DMZ
VPN
Informatika LJ
Aktivna linija 1 Gbps
Elektro Ljubljana
DRC Črnomelj
BGP router DRC Črnomelj
BGP aktivna linija 1 Gbps
BGP router LJ
Aktivna linija 1 Gbps
Elektro Primorska
BGP aktivna linija 1 Gbps
Aktivna linija 1 Gbps
Elektro Gorenjska
Aktivna linija 1 Gbps
Elektro Celje
Aktivna linija 1 Gbps
Pasivna linija 1 Gbps
BGP aktivna linija 1 Gbps
Pasivna linija 1 Gbps
INTERNET MB
DMZ
VPN
BGP router MB
Pasivna linija 1 Gbps
Aktivna linija 1 Gbps
Elektro Maribor
Informatika MB

REFERENČNA IZJAVA
(STATEMENT OF REFERENCE)

Podjetje (company): Elektro Ljubljana, d.d., Slovenska 56, 1000 Ljubljana

Pod kazensko in materialno odgovornostjo izjavljamo
(Under criminal and material liability we declare):

Da je podjetje Informatika d.d., Vetrinjska ulica 2, 2000 Maribor, za nas v letih 2013, 2014 in 2015 opravljalo informacijske storitve po pogodbi številka 3/2013.
(That the company Informatika d.d. Vetrinjska ulica 2, 2000 Maribor, was engaged in providing IT hosting services for us in the years 2013, 2014 and 2015 under the contract number 3/2013.)

Izjavljamo, da so bila dela opravljena v skladu s pogodbo, kakovostno in pravočasno.
(We declare that the work was carried out in accordance with the contract, with satisfactory level of quality and on time.)

V letih 2013, 2014 in 2015 smo za izvedena dela po omenjeni pogodbi plačali
(For the provided services under above mentioned contract, we carried out the following payments):

Leto (year)	**Znesek plačila** (amount of payments)
2013	1.753.964,13 EUR
2014	1.849.194,15 EUR
2015	1.944.843,99 EUR

Ljubljana, 28. 06. 2016

ŽIG

Odgovorna oseba naročnika:

ELEKTRO LJUBLJANA
Podjetje za distribucijo električne energije, d.d.
Slovenska cesta 56, 1518 Ljubljana

REFERENČNA IZJAVA
(STATEMENT OF REFERENCE)

Podjetje (company): Elektro Maribor, d.d., Vetrinjska ulica 2, 2000 Maribor

Pod kazensko in materialno odgovornostjo izjavljamo
(Under criminal and material liability we declare):

Da je podjetje Informatika d.d., Vetrinjska ulica 2, 2000 Maribor, za nas v letih 2013, 2014 in 2015 opravljalo informacijske storitve po pogodbi številka 4/2013.
(That the company Informatika d.d. Vetrinjska ulica 2, 2000 Maribor, was engaged in providing IT hosting services for us in the years 2013, 2014 and 2015 under the contract number 4/2013.)

Izjavljamo, da so bila dela opravljena v skladu s pogodbo, kakovostno in pravočasno.
(We declare that the work was carried out in accordance with the contract, with satisfactory level of quality and on time.)

V letih 2013, 2014 in 2015 smo za izvedena dela po omenjeni pogodbi plačali
(For the provided services under above mentioned contract, we carried out the following payments):

Leto (year)	**Znesek plačila** (amount of payments)
2013	1.276.538,21 EUR
2014	1.419.523,40 EUR
2015	1.503.126,01 EUR

Maribor, 29. 06. 2016

Odgovorna oseba naročnika:
Predsednik uprave
mag. Boris Sovič

ŽIG
ELEKTRO MARIBOR,
podjetje za distribucijo
3 električne energije, d.d.
MARIBOR, Vetrinjska ulica 2

119

D5

POLNI CERTIFIKAT
Družini prijazno podjetje

SIQ ISO 9001 Q-1454

IQNet CERTIFIED MANAGEMENT SYSTEM

INFORMATIKA

INFORMATIKA,
informacijske storitve in inženiring, d. d.

2000 Maribor, Vetrinjska ul. 2
Telefon : 02/707 10 00
Telefax : 02/25-23-852

1000 Ljubljana, Hajdrihova ul. 2
Telefon : 02/707 10 00
Telefax : 01/251- 32-21

Transakcijski račun: 04515-0000156581

Avtor: IN1081

Maribor, 04.07.2016

To whom it may concern

Subject: **Provision of services**

Due to requests in tender ACER/OP/MMD/04/2016 where the provision of services has to be presented in years 2014 and 2015 in amount of at least 500.000 EUR per year, we would like to fulfil this request in two independent ways:

1. In the Statement of turnover, which is part of this documentation, from the table of major customers in years 2014 and 2015, there are evident the names of customers, brief description of services and amounts of turnover in mentioned years. The two biggest customers also signed the Reference statements, which prove not only the 3-year experience, but also the provision of service. The estimated values in the contracts are as follows:

Year	Contract No 3/2013	Contract No 4/2013
2013	**2.145.265,50 EUR**	**867.165,41 EUR**
2014	**2.201.860,50 EUR**	**1.685.265,22 EUR**
2015	**2.201.860,50 EUR**	**1.685.265,22 EUR**

   The achieved financial volumes based on effective deliverance are included in the Reference statements, therefore will not be repeated here, but are far beyond the requested 500.000EUR annually.

2. The sub-contractor Inasset, provided the statement of customers, description of services and financial volumes, as requested.

All the data in this statement are solely intended for the purpose of biding for the tender ACER/OP/MMD/04/2016 and it is strictly forbidden to use them for any other purpose.

Director:
dr. Ciril Kafol

INFORMATIKA informacijske storitve in inženiring d.d. Maribor, Vetrinjska ulica 2

120

D7

inasset.
business datacenter

InAsset Srl - Via Spilimbergo, 70
33037 Pasian di Prato (UD) - Italia
C.F. e P. IVA 02349490306
Rea Udine 254119

Capitale Sociale euro 4.600.000,00 i.v.
Iscrizione al R.O.C. n. 20486
Società soggetta all'attività di direzione
e coordinamento di Raminvest.eu Srl

T. (+39) 0432 169 80 50
F. (+39) 0432 184 15 14
contact@inasset.it
www.inasset.it

Udine, 30/06/2016

Agency for the Cooperation of Energy Regulators
Invitation to tender no. ACER/OP/MMD/04/2016

Subject: Provisioning of Services for 2014 and 2015

Clients that for the years 2014 and 2015 had been invoiced in total € 500.000 in hosting services and internet access.

2014

COMADATA	INITIAL 50K FINAL 70K	HOSTING
SEEK AND PARTNERS	INITIAL 60K FINAL 60K	HOSTING
EUROTECH	INITIAL 30K FINAL 50K	HOSTING AND INTERNET
INSIEL MERCATO	INITIAL 80K FINAL 80K	HOSTING AND INTERNET
DELTA PROGETTI	INITIAL 30K FINAL 157K	HOSTING
AUTOSTAR	INITIAL 30K FINAL 30K	HOSTING AND INTERNET
CASA DI CURA	INITIAL 50K FINAL 60K	HOSTING

2015

COMADATA	INITIAL 70K FINAL 107	HOSTING
SEEK AND PARTNERS	INITIAL 60K FINAL 93	HOSTING
EUROTECH	INITIAL 50K FINAL 50K	HOSTING AND INTERNET
INSIEL MERCATO	INITIAL 80K FINAL 61K	HOSTING
DELTA PROGETTI	INITIAL 157K FINAL 157K	HOSTING
AUTOSTAR	INITIAL 30K FINAL 104K	HOSTING AND INTERNET
CASA DI CURA	INITIAL 60K FINAL 60K	HOSTING

Sincerely,

Inasset SRL
Roberto Cella
CEO

INASSET S.r.l.
Via Spilimbergo, 70
33037 Pasian di Prato (UD)
P.I. 02349490306 - REA UD 254119

30/06/2016

D6

POLNI CERTIFIKAT
Družini prijazno podjetje

SIQ ISO 9001 Q-1454

IQNet CERTIFIED MANAGEMENT SYSTEM

INFORMATIKA

INFORMATIKA,
informacijske storitve in inženiring, d. d.

2000 Maribor, Vetrinjska ul. 2
Telefon : 02/707 10 00
Telefax : 02/25-23-852

1000 Ljubljana, Hajdrihova ul. 2
Telefon : 02/707 10 00
Telefax : 01/251- 32-21

Transakcijski račun: 04515-0000156581

Avtor: IN1081

Maribor, 04.07.2016

To whom it may concern

Subject: **Declaration of sub-contactors**

Due to requests in tender ACER/OP/MMD/04/2016 we declare, that the services specified by FWC besides Informtika d.d. will be carried out by sub-contractors as follows:

UNISTAR LC d.o.o., Litostrojska cesta 56, 1000 Ljubljana, Slovenia, will provide:

- Primary Data Center location (ISO 27.001 certified)
- Data Center Achitecture design and implementation
- Team of Experts (Project Managers, IT Information Architect, Storage Area Network Engineer, Network Engineer, Virtualization Engineers, Infrastructure Server Engineer)
- Service Desk
- Professional Services
- Support Staff

AddIT, Dienstleistungen GmbH & Co KG, Lakeside 9 9020, Klagenfurt am Worthersee, Austria, will provide:

- Proposed Server and Storage setup configuration
- Team of Experts (Infrastructure Server Engineers, Network Engineers, Storage Area Network Engineer, IT Information Architects
- Professional Services
- Support Staff

INASSET S.r.l., Via Spilimbergo, 70, 33037 Pasian di Prato (UD), Italy will provide:

- Hosting facility for the DR datacenter (ISO 27.001 certified)
- Project Management Expert

In the process of performing the tasks specified in FWC, Informatika d.d. will apply the "Rules on working with sub-contractors" (see Statement of the sub-contractors policy), to assure the enforcement of quality standards and to implement the escalation mechanisms regarding incidents and complaints reports. Furthermore, as the ISO 9001 certificate holder, Informatika d.d. has implemented quality management system, which directives will be applied also to sub-contractors in separate contracts with each of them.

All the data in this statement are solely intended for the purpose of biding for the tender ACER/OP/MMD/04/2016 and it is strictly forbidden to use them for any other purpose.

Director:
dr. Ciril Kafol

INFORMATIKA informacijske storitve in inženiring d.d. Maribor, Vetrinjska ulica 2

DS

SIQ

Certifikat / Certificate

za
sistem vodenja

INFORMATIKA d.d.
Maribor

Izvajanje informacijskih storitev,
izgradnja celovitih informacijskih sistemov
ter razvoj in vzdrževanje programskih izdelkov

ima vzpostavljen in ustrezno vzdrževan sistem vodenja,
ki izpolnjuje zahteve standarda

ISO 9001:2008

Certifikat št. / Datum certifikacije
Q-1454 / 2010-02-16

Izdaja **03 / 2016-03-18** *Velja do:* **2018-09-15**

Direktor SIQ
Igor Likar

SLOVENSKA AKREDITACIJA
SIST EN ISO/IEC 17021
CS-001

IQNet

SIQ Ljubljana, Tržaška cesta 2, 1000 Ljubljana, Slovenija

123

D9

THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

IQNet *and* **SIQ**
hereby certify that the organization

UNISTAR LC d.o.o.
Ljubljana, Slovenia

for the following field of activities

Process "Development and system integration"
including Security Center on Litostrojski 56, 1000 Ljubljana

has implemented and maintains a

Management System

which meets the requirements of the standard

ISO/IEC 27001:2013

Certification date: **2008-01-15**
Issue: **05 / 2015-06-24** *Validity date:* **2017-01-15**

Registration Number: **SI – I-006**

Michael Drechsel
President of IQNet

Igor Likar
Managing Director of SIQ

IQNet Partners*:
AENOR *Spain* AFNOR Certification *France* AIB-Vinçotte International *Belgium* ANCE-SIGE *Mexico* APCER *Portugal* CCC *Cyprus*
CISQ *Italy* CQC *China* CQM *China* CQS *Czech Republic* Cro Cert *Croatia* DQS Holding GmbH *Germany*
FCAV *Brazil* FONDONORMA *Venezuela* ICONTEC *Colombia* IMNC *Mexico* Inspecta Certification *Finland* IRAM *Argentina*
JQA *Japan* KFQ *Korea* MIRTEC *Greece* MSZT *Hungary* Nemko AS *Norway* NSAI *Ireland* PCBC *Poland*
Quality Austria *Austria* RR *Russia* SII *Israel* SIQ *Slovenia* SIRIM QAS International *Malaysia*
SQS *Switzerland* SRAC *Romania* TEST St Petersburg *Russia* TSE *Turkey* YUQS *Serbia*
IQNet is represented in the USA by: AFNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc.
* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com

124

MANAGEMENT SYSTEM CERTIFICATE

Certificate No:
181429-2015-AQ-ITA-UKAS

Initial certification date:
28 June 2015

Valid:
28 June 2015 – 28 June 2018

This is to certify that the management system of

INASSET SRL

Via Spilimbergo, 70 - 33037 Pasian Di Prato (UD) - Italy

has been found to conform to the IT Service Management System Standard:
ISO/IEC 20000-1:2011

This certificate is valid for the following scope:
The SMS of INASSET supporting the provision of the following datacenter services: physical environment and IT infrastructure, network and IT operation management services.

Place and date:
London, 02 July 2015

itSMF
ISO/IEC 20000

UKAS
MANAGEMENT SYSTEMS
0013

For the issuing office:
DNV GL - Business Assurance
United Kingdom, Palace House, 3
Cathedral Street, London, SE1 9DE,
United Kingdom

A.E. van der Kruk-Visser
Management Representative

125

DNV·GL

MANAGEMENT SYSTEM CERTIFICATE

Certificato No./Certificate No.:	Data prima emissione/Initial date:	Validità/Valid:
166924-2014-AQ-ITA-ACCREDIA	23 maggio 2013	22 maggio 2016 - 15 agosto 2018

Si certifica che il sistema di gestione di/This is to certify that the management system of

INASSET S.r.l.

Sede Legale: Via Spilimbergo, 70 - 33037 Pasian Di Prato (UD) - Italy

È conforme ai requisiti della norma per il Sistema di Gestione Qualità/
has been found to conform to the Quality Management System standard:

UNI EN ISO 9001:2008 (ISO 9001:2008)

Questa certificazione è valida
per il seguente campo applicativo:

Erogazione di servizi di conduzione centri elaborazione dati: gestione delle infrastrutture fisiche e IT, delle reti e delle attività di IT operation

(Settore EA: 33)

This certificate is valid
for the following scope:

Provision of Data Center services: physical and IT infrastructure, network and IT operation activities management

(EA Sector: 33)

Luogo e Data/Place and date:
Vimercate (MB), 22 maggio 2016

ACCREDIA
L'ENTE ITALIANO DI ACCREDITAMENTO

SGQ N° 003 A
SGA N° 003 D
SGE N° 007 H
SCR N° 004 F
EMAS N° 009 P
PRD N° 003 B
PRS N° 094 C
SSI N° 002 G

Membro di MLA EA per gli schemi di accreditamento SGQ, SGA, PRD, PRS, ISP, GHG, LAB e LAT, di MLA IAF per gli schemi di accreditamento SGQ, SGA, SSI, FSM e PRD e di MRA ILAC per gli schemi di accreditamento LAB, MED, LAT e ISP

Per l'Organismo di Certificazione/
For the Certification Body

Vittore Marangon
Management Representative

La validità del presente Certificato è subordinata al rispetto delle condizioni contenute nel Contratto di Certificazione/
Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.
DNV GL Business Assurance Italia S.r.l. Via Energy Park, 14, 20871 Vimercate (MB), Italy. Tel: 039 68 99 905. www.dnvgl.it/assurance

126

DNV·GL

Certificato No./Certificate No.: 166924-2014-AQ-ITA-ACCREDIA
Luogo e Data/Place and date: Vimercate (MB), 22 maggio 2016

Appendix to Certificate

Site Name	Site Address	Site Scope Local	Site Scope
INASSET S.r.l. Sede Legale e Operativa	Via Spilimbergo, 70 33037 Pasian Di Prato (UD) - Italy	Riferimento al campo applicativo	Reference to scope
INASSET S.r.l. Sito di Disaster Recovery	Via Bellafino, 35 24126 Bergamo (BG) Italy	Erogazione di servizi di conduzione centri di elaborazione dati in continuità operativa con il sito primario	Information security management for the delivery of business continuity data center services for the primary site

D10

DNV·GL

MANAGEMENT SYSTEM CERTIFICATE

Certificato No./Certificate No.:
166920-2014-AIS-ITA-ACCREDIA

Data prima emissione/Initial date:
13 gennaio 2010

Validità/Valid:
22 maggio 2016 - 22 maggio 2019

Si certifica che il sistema di gestione di/This is to certify that the management system of

INASSET S.r.l.

Sede Legale: Via Spilimbergo, 70 - 33037 Pasian Di Prato (UD) - Italy

È conforme ai requisiti della norma per il Sistema di Gestione/
Has been found to conform to the Management System standard:

UNI CEI ISO/IEC 27001:2014 (ISO/IEC 27001:2013)

Questa certificazione è valida
per il seguente campo applicativo:

Erogazione di servizi di conduzione centri elaborazione dati: gestione delle infrastrutture fisiche e IT, delle reti e delle attività di IT operation

(Settore EA: 33)

In accordo con la Dichiarazione di Applicabilità, versione 2.0 del 30 Aprile 2015

This certificate is valid
for the following scope:

Provision of Data Center services: physical and IT infrastructure, network and IT operation activities management

(EA Sector: 33)

In accordance with the Statement of Applicability, version 2.0 of 30th April 2015

Luogo e Data/Place and date:
Vimercate (MB), 22 maggio 2016

ACCREDIA
L'ENTE ITALIANO DI ACCREDITAMENTO

SGQ N° 003 A
SGA N° 003 D
SGE N° 007 M
SCR N° 004 F
EMAS N° 009 P
PRD N° 003 B
PRS N° 094 C
SSI N° 002 G

Membro di MLA EA per gli schemi di accreditamento SGQ, SGA, PRD, PRS, ISP, GHG, LAB e LAT, di MLA IAF per gli schemi di accreditamento SGQ, SGA, SSI, FSM e PRD e di MRA ILAC per gli schemi di accreditamento LAB, MED, LAT e ISP

Per l'Organismo di Certificazione/
For the Certification Body

Vittore Marangon
Management Representative

La validità del presente Certificato è subordinata al rispetto delle condizioni contenute nel Contratto di Certificazione/
Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.
DNV GL Business Assurance Italia S.r.l. Via Energy Park, 14, 20871 Vimercate (MB), Italy. Tel. 039 68 99 905. www.dnvgl.it/assurance

Certificato No./Certificate No.: 166920-2014-AIS-ITA-ACCREDIA
Luogo e Data/Place and date: Vimercate (MB), 22 maggio 2016

Appendix to Certificate

Site Name	Site Address	Site Scope
INASSET S.r.l. Sede Legale e Operativa	Via Spilimbergo, 70 33037 Pasian Di Prato (UD) - Italy	Riferimento al campo applicativo Reference to scope
INASSET S.r.l. Sito di Disaster Recovery	Via Bellafino, 35 24126 Bergamo (BG) Italy	Erogazione di servizi di conduzione centri di elaborazione dati in continuità operativa con il sito primario Information security management for the delivery of business continuity data center services for the primary site

D7

POLNI CERTIFIKAT
Družini prijazno podjetje

SIQ ISO 9001 Q-1454

IQNet

INFORMATIKA

INFORMATIKA,
informacijske storitve in inženiring, d. d.

2000 Maribor, Vetrinjska ul. 2
Telefon : 02/707 10 00
Telefax : 02/25-23-852

1000 Ljubljana, Hajdrihova ul. 2
Telefon : 02/707 10 00
Telefax : 01/251- 32-21

Transakcijski račun: 04515-0000156581

To whom it may concern

Avtor: IN1081

Maribor, 28.06.2016

Subject: **Statement of the sub-contractrors policy**

Due to requests in tender ACER/OP/MMD/04/2016 we declare, that company Informatika d.d. has adopted internal policy, regarding sub-contractors. These policies are formally expressed through "PRAVILNIK o politikah ravnanja ter izvajanja del s podizvajalci« (Rules on working with sub-contractors) – see Appendix to this statement. In these rules, in paragraph 4, the policy for ensuring health and safety at work is covered, in paragraph 5 the information and data security, in paragraph 6 the quality management and quality issues escalation mechanisms, paragraph 7 deals with cases, when sub-contractor is to be replaced, and paragraph 8 covers direct payments to sub-contrator.

All the data in this statement are solely intended for the purpose of biding for the tender ACER/OP/MMD/04/2016 and it is strictly forbidden to use them for any other purpose.

-Appendix: Rules on working with sub-contractors

Director:
dr. Ciril Kafol

INFORMATIKA informacijske storitve in inženiring d.d. Maribor, Vetrinjska ulica 2

D11

Na podlagi določil Obligacijskega zakonika (OZ, Uradni list RS, št. 40-2169/2007) in Zakona o javnem naročanju (ZJN-3, Uradni list RS, št. 91/2015, Uradni list Evropske unije, št. 307/2015, 307/2015) je direktor družbe Informatika d.d. Ciril Kafol dne 25. aprila 2016 sprejel naslednji

PRAVILNIK

o politikah ravnanja ter izvajanja del s podizvajalci

Člen 1.

Definicije:
V okviru/za namene tega pravilnika se z izrazom **ponudnik** opredeli družba Informatika d.d..

Naročnik je katerikoli gospodarski subjekt, za katerega ponudnik bodisi pripravlja ponudbo, bodisi je z njim v fazi dogovarjanja ali pa je z njim že podpisal pogodbo o izvajanju del, oziroma dobavi blaga ali storitev.

V skladu s prvim odstavkom 94. člena ZJN-3 je **podizvajalec** gospodarski subjekt, ki je pravna ali fizična oseba in za ponudnika, ki je z naročnikom sklenil pogodbo o izvedbi naročila ali okvirni sporazum, dobavlja blago ali izvaja storitev oziroma gradnjo, ki je neposredno povezana s predmetom naročila.

Člen 2.

Ta pravilnik podaja smernice za opredelitev odnosov med Ponudnikom in Podizvajalcem.

Člen 3.

Kadar se izkaže za smotrno, koristno ali potrebno, lahko Ponudnik del posla za Naročnika opravi s pomočjo enega ali več Podizvajalcev. Način izbire Podizvajalca ni v domeni tega pravilnika, ko pa je Podizvajalec izbran, je dolžnost Ponudnika, da ga seznani z vsebino tega pravilnika, Podizvajalec pa mora bodisi v pogodbi, bodisi v ločenem aktu, izrecno izjaviti, da se je seznanil z določili tega pravilnika, se z njimi izrecno strinja in se zavezuje k njihovemu spoštovanju.

Člen 4.
Zdravje in varstvo pri delu

Podizvajalec je dolžan pri svojem delu upoštevati vsaj tisto raven ukrepov s področja zdravja in varstva pri delu, kot jo ima predpisano Ponudnik, Ponudnik pa je dolžan Podizvajalca s tem seznaniti. Podizvajalec mora svojo seznanitev tudi pravno izkazati s posebnim Sporazumom med Ponudnikom in Podizvajalcem, oziroma mora biti to v medsebojni Pogodbi jasno zapisano. Za kakršnekoli posledice, ki bi nastale na podlagi neupoštevanja tega člena s strani Podizvajalca, Ponudnik ne odgovarja materialno niti pravno ali moralno.

Člen 5.
Varovanje podatkov

Ponudnik je dolžan Podizvajalcu omogočiti vpogled v veljavne Varnostne politike, ki veljajo pri Ponudniku, Podizvajalec pa se je dolžan z njimi seznaniti in jih pri svojem delu upoštevati. Praviloma Ponudnik in Podizvajalec skleneta še ločen dogovor o nerazkrivanju podatkov in informacij tretjim osebam (NDA). Če pogodba z Naročnikom predvideva dodatne zahteve po varovanju podatkov in informacij, je Ponudnik s tem dolžan seznaniti Podizvajalca, Podizvajalec pa jih je pri svojem delu dolžan upoštevati.

Člen 6.
Zagotavljanje kakovosti.

Ponudnik je dolžan Podizvajalca seznaniti z ravnijo kakovosti, ki jo Ponudnik zagotavlja Naročniku, Podizvajalec pa je dolžan najmanj to raven pri svojem delu zagotavljati. V primeru ugotovljenega odstopanja od tega določila, zahteva Ponudnik korektivne ukrepe, Podizvajalec pa jih mora na svoje stroške izvesti. Ponudnik lahko kadarkoli preveri način izvajanja dela Podizvajalca in doseganje zahtevane ravni kakovosti, še zlasti pa v primeru Naročnikove pritožbe. Praviloma Ponudnik z Naročnikom dogovori mehanizem za eskalacijo pripomb na doseganje ravni kakovosti blaga ali storitev, dolžnost Ponudnika je, da s tem seznani Podizvajalca, Podizvajalec pa je dolžan pomanjkljivosti odpraviti in zagotoviti dogovorjeno raven kakovosti. Ponudnik dopušča možnost, da Naročnik svoje pripombe naslavlja neposredno na Podizvajalca, vendar v tem primeru ne more prevzeti odgovornosti za nedoseganje ravni kakovosti.

Člen 7.
Zamenjava podizvajalca

V primeru, ko se pri delu Podizvajalca izkaže očitno nespoštovanje zakonskih določil, pogodbenih dogovorov, ali določil tega pravilnika, lahko Ponudnik umakne Podizvajalca iz dotičnega posla in ga nadomesti z drugim Podizvajalcem. Če je tako določeno v pogodbi z Naročnikom, je pred zamenjavo potrebno predhodno soglasje Naročnika.

Člen 8.
Neposredna plačila

Če so takšne zakonske zahteve, ali če se Ponudnik in Podizvajalec tako dogovorita, lahko za delo podizvajalca Naročnik plačuje neposredno Podizvajalcu. Dolžnost Ponudnika je, da takšno določilo dogovori z Naročnikom in ga tudi pogodbeno opredeli.

Člen 9.

Odgovorne osebe Ponudnika so se pri izbiri Podizvajalcev dolžne držati določil tega pravilnika in jih upoštevati pri pripravi pogodbe s Podizvajalcem.

Člen 10.

Ta pravilnik je sprejet dne25. 04. 2016, uporablja pa se od 01. 05. 2016 dalje.

Direktor
dr. Ciril Kafol

INFORMATIKA INFORMATIKA informacijske rešitve in inženiring d.d. Maribor, Vetrinjska ulica 4

132

D12

europass Curriculum Vitae

PERSONAL INFORMATION

Robert Bergles

Koseskega 18, Ljubljana, Slovenia

robert.bergles@unistarpro.si

WORK EXPERIENCE

April 2016 – present — **Microsoft Senior Consultant**
UNISTAR LC d.o.o., Ljubjana, Slovenija

January 2016 – April 2016 — **Cloud Solutions Consultant**
Stroka product d.o.o., Ljubljana, Slovenija

December 2012 – January 2016 — **Head of Microsoft Team**
FMC d.o.o, Ljubljana, Slovenija

January 2009 – December 2012 — **System Engineer**
Astec d.o.o., Ljubljana, Slovenija

March 1997 – January 2009 — **Head of Lecturers Team**
B2 IC d.o.o., Ljubljana, Slovenija

October 1995 – March 1997 — **Microsoft Office Lecturer**
Kompas Xnet d.o.o., Ljubljana, Slovenija

EDUCATION AND TRAINING

Computer and Information Science Engineer, BSC
University of Ljubljana, Faculty of Electrical Engineering and Informatics

PERSONAL SKILLS

Mother tongue(s) Slovene

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
German	B2	B2	B2	B2	B2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

Projects

Security Assesments and AD Optimization
- NLB d.d.
- Banka Slovenije

Implementation 802.1x Wired, Wireless
- Zavod za zaposlovanje RS

- Ministrstvo za zunanje zadeve (Brussels delegate rooms)
- Ustavno sodišče RS

Migration and Consolidation of objects between domains

- Sava d.d.
- Sklad kmetijskih zemljišč in gozdov

  - H Hyper V cluster 2008 R2 in 2012

- Sava d.d.
- Carinska uprava RS

VDI on Microsoft platform

- Geodetska uprava RS

Microsoft Azure, Office 365

- Sava d.d.

Certificates

- MCSE 2012 Private cloud, Server infrastructure
- MCITP Ent 2008
- MCSA in MCSE 2003
- MCSA in MCSE 2000
- MCSE NT 4.0
- Microsoft certificate trainer MCT
- Microsoft Office Tools, Visio in Project

europass Curriculum Vitae

PERSONAL INFORMATION

Krzysztof Mikolajczyk

Poland

Krzysztof.mikolajczyk@atos.net

WORK EXPERIENCE

November 1999 – Present

IT Architect

Bull Polska, Warsaw, Poland

November 1993 – October 1999

Field Engineer / IT Consultant

Data Serwis, Warsaw, Poland

Other IT and computer service activities.

July 1990 – October 1993

Team Leader

Unidatax, Warsaw, Poland

Computer programming activities

June 1989 – June 1990

System programmer/system administrator

ProVision, Warsaw, Poland

Computer programming activities

EDUCATION AND TRAINING

1986

Electronics – Telecommunication (Master Degree)

Institute of Telecommunication, Poland

PERSONAL SKILLS

Mother tongue(s) Polish

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
French	B1	B1	B2	B2	B1

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

Communication skills

- Attended many communication skills development and sales courses

Organisational / managerial skills

- Organization and team leading

Job-related skills	**Certificates**

- Atos Escala Presales Certified (Atos)
- EMC Sales Technologies 2015 (EMC)
- EMC SE Technologies 2015 (EMC)
- VMware VTSP-Hybrid (Vmware)
- VMware VTSP-Hybrid (Vmware)
- EMC SE Technologies 2014 (EMC)

Driving licence	B

europass Curriculum Vitae

PERSONAL INFORMATION

Maciej Grudzinski

Poland

maciej.grudzinski@atos.net

WORK EXPERIENCE

February 2015 – Present

EPR Deployment Manager

Atos, Bydgoszcz, Kuyavian-Pomeranian District, Poland

- End to end implementation of personalized cloud environment - large scale
- Purchasing (hardware, software)
- Planning (site, network, delivery timelines, work distribution)
- Managing budget
- Release upgrades
- People management
- Reporting
- Coordinating work of many different departments and vendors

Software components:

- VMware vCenter infrastructure
- VMware vCeneter Configuration Manager
- VMware vCenter Chargeback
- VMware vCenter Orchestrator
- VMware Site Recovery Manager
- VMware vCloud Connector
- VMware vCloud Automation Center
- VMware vCloud Director
- VMware vCloud Network and Security
- VMware vCOPS
- VMware Hyperic
- Microsoft Infrastructure Services (KMS/CA/AD/DNS/NTP)
- RHEL 5.x/6.x
- McAfee ePO
- BMC Atrium CMDB
- Oracle
- etc…

Hardware components:

- VCE vBlock
- Cisco USC compute blades/chases
- Cisco Nexus 1000v (virtual switches)
- Cisco Nexus 5k switches
- Cisco Nexus 3k switches
- EMC VNX

- EMC ViPR
- EMC Vplex
- EMC Avamar
- EMC Data Domain
- IBM
- HDS
- etc...

January 2014 – February 2015

Team Lead OSS NEMS Mobile & Voice

Alcatel-Lucent, Bydgoszcz Area, Poland

- Supporting world wide telecom operators in Netherlands, Germany, Qatar, Ghana, Tanzania with international team of experienced administrators Tier 2/3
- Hiring
- Offshoring
- People management
- Project management
- Work planning
- Escalations

July 2009 – January 2014

Senior OSS Technical Support Engineer

Alcatel-Lucent, Bydgoszcz Area, Poland

- Full system administration for all mentioned below platforms on behalf of several European mobile operators based in Switzerland, Germany and Austria
- NSN NetAct (RHEL,Windows Server)
- Ericsson OSS RC (Solaris,Windows Server)
- Andrew A.I.M.O.S. (Windows Server)
- Tekelec NetBoss (Solaris)
- Technical trainer
- Technical writer (procedures)
- Preventive maintenance
- Identity management
- Creating global technical documentation
- Providing 24/7 on-call as Ericsson vendor for one of Hungarian carriers
- Providing 24/7 on-call support for all mentioned platforms (main person)
- 7 months on site trainings (Zürich\Lausanne CH, Vienna AT, Düsseldorf\Hannover\Frankfurt DE)
- Focused on high availability solutions such as Veritas Cluster

January 2008 - July 2009

Network Engineer Tier 2

Alcatel-Lucent, Bydgoszcz Area, Poland

Remote monitoring and maintaining two interactive telecommunication platforms based on

approximately
400 UNIX servers (SunOS 5.8/5.10, HP-UX 11v1) for one of the largest U.S. carriers

- 6 months on site training (Overland Park, Kansas USA)
- Incident management

Creating documentation: procedures, designs
Rotating 3 shift working
Shift Leader
Technical trainer
Focused on networks integration

September 2007 – January 2008

Network Engineer Tier 1

Alcatel-Lucent, Bydgoszcz Area, Poland

- Monitoring about 15 European and US IP networks
- Incident management
- Providing technical support
- Focused on IP security

EDUCATION AND TRAINING

2005 - 2009

Bachelor of Science (B.Sc.), Information Systems for Management

The College of Computer Science in Lodz

PERSONAL SKILLS

Mother tongue(s) Polish

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
German	B1	B1	B2	B2	B2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

139

europass Curriculum Vitae

PERSONAL INFORMATION

Marko Erjavec

Derčeva 1A, SI-1000 Ljubljana, Slovenia

+386 41 694 314

marko.erjavec@unistarpro.si

Date of birth 23 May 1963 Ljubljana

WORK EXPERIENCE

July 2000 – Present

IT Infrastructure Architect

Unistar LC d.o.o., Ljubljana

Designing, maintaining and coordinating work of many different IT infrastructure environments, departments and vendors including but not limited to Oracle, IBM, HDS, SUN, MS, VMware, EMC, Cisco, HP, RHEL, etc…

Projects

- **Danfoss Trata d.d.** – 2004 - Present
  Designing, developing and maintaining multi-tier applications (MVC-model) for Dafnoss Trata company. The purpose of this application is to globaly over whole Danfoss group manage processes on laboratory testing, accompany orders, preparing time tables for performers, issuing reports.
- **EUROPLAKAT** – 2015-Present
  Designing, developing android application for customer. The purpose for this application is to support billposters on their daily work; what has to be done, where (based on location) has to be done and deadlines for their work.
- **Telekom Slovenije d.d.** – 2014-2016
  Designing databases, programing in T-SQL and writing JAVA scripts for orchestration tools.
- **University Medical Centre Ljubljana –2007-2015**
  Designing database and programing in T-SQL for Axios systems
- **Telekom Slovenija 1995-2014**
  Designing and building communication infrastructure (switches, routers, hubs, WAN-LAN equipment)
  Designing and implementing load balancing for web traffic.
- **Adria Airways 1995-2014**
  Designing and building communication infrastructure, MAIL system infrastructure, secure connections.
- **Slovenian Government Institutions 1991-2005**
  Designing and building communication infrastructure (LAN-WAN) for various government institutions (Courts, Financial ministry….).
- **TRIMO d.d. 2005-2012**
  Designing building, maintaining database systems, MAIL systems

March 1997 – June 2000

Senior System Engineer

LanCenter d.o.o., Ljubljana

Company startup, organization of technical, sales and marketing matters, education and certification partner statuses acquisition, actively involved in technical and educational activities.

June 1992 – October 1996

Senior Systems Engineer and Novell instructor

Unicom d.o.o., Ljubljana

Network operating systems installation, maintenance and education. Installing and maintaining telecommunication equipment (LAN-WAN Equipment such as routers, switches)

EDUCATION AND TRAINING

1991 **Msc. Electronic Engineer (VII/2)**

University of Ljubljana, Faculty of Electrical Engineering and Informatics

PERSONAL SKILLS

Mother tongue(s) Slovenian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Croatian	C2	C2	C2	C2	C2
German	B1	B1	B2	B2	B2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

Communication skills

- Attended many communication skills development and sales courses
- Train the trainer course and instructor courses
- Experiences gained by business contacts, conducting trainings, team work and project management

Organisational / managerial skills

- Project management
- Organization and team leading

Job-related skills

Certificates

- Microsoft Certified Solutions Expert (2014),
- Microsoft Certified Solutions Associate (SQL server 2012),
- Microsoft Certified Professional (2014)
- ITIL Foundation Certificate in IT Service Management (2014)
- Citrix Certified Professional Networking (2015)
- Microsoft Certified IT Professional MCITP
- Microsoft Certified IT Professional (DATABASE Administration, Enterprice Messaging Administration on Exchange 2010)
- Microsoft Certified Technology Specialist (Mycrosoft Lync Servrt 2010, SLQ Server 2008 Implementation and Maintanance, Microsoft Exchange 2010 configuration
- Citrix Netscaler 10.5 Essentials and Networking

Driving licence B

141

europass Curriculum Vitae

PERSONAL INFORMATION

Marko Zavadlav

Partizanska cesta 10i, SI-4000 Kranj, Slovenia

Marko.zavadlav@unistarpro.si

Date of birth 6th July 1966

WORK EXPERIENCE

December 2015 – Present

Head of PRO.Astec team

PRO.Astec d.o.o., Ljubljana, Slovenia

Information Security Specialist, ISMS Project manager, IAM Project Manager, SIEM Project Manager, Internal IT Auditor, CSO, Information Security consultant, Business Continuity consultant.

December 2014 – December 2015

Information Security Specialist

Astec d.o.o., Ljubljana, Slovenia

Information Security Specialist, ISMS Project manager, IAM Project Manager, SIEM Project Manager, Internal IT Auditor, CSO, Information Security consultant, Business continuity consultant.

January 2014 – November 2014

Head of Information Security

Savatech d.o.o., Kranj, Slovenia

Systems Engineer in charge of Information Security and LAN, WAN communications, Project Manager, Internal IT Auditor.

January 2012 – December 2013

Head of Information Security

Sava IT d.o.o., Kranj, Slovenia

Systems Engineer in charge of LAN, WAN, Project Manager, Internal IT Auditor

April 2008 – December 2011

Head of Information Security

Sava d.d., Kranj, Slovenia

Systems Engineer in charge of LAN, WAN, Project Manager.

March 2006 – March 2008

System Engineer

Sava d.d., Kranj, Slovenia

Systems Engineer in charge of LAN, WAN, Information Security, Project Manager.

February 2003 – March 2006

Advisor to the Director General

MF Carinska uprava RS (Customs Administration of the Republic of Slovenia), Ljubljana, Slovenia

Information Technology Division, Head of Binding Tariff Information System project, Public tenders Project Manager.

December 2001 – February 2003

System Engineer

UNISTAR LC d.o.o., Ljubljana, Slovenia

Project Management, Key Account Consultant, LAN/WAN solutions expert, Novell and Microsoft OS administrator, IBM AIX Project manager .

October 2000 – November 2001

Technical Manager

Moj.net d.o.o., Ljubljana, Slovenia

CEO in charge, Strategic planning, finance.

192

EDUCATION AND TRAINING

Computer and Information Science Engineer, BSc

University of Ljubljana, Faculty of Electrical Engineering and Informatics

PERSONAL SKILLS

Mother tongue(s) Slovenian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C2	C2	C1
German	C2	C2	C2	C2	C2
Serbian	C2	C2	C2	C2	C2
Croatian	C2	C2	C2	C2	C2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

Communication skills

- Attended many communication skills development and sales courses
- Train the trainer courses and instructor courses
- Experiences gained by business contacts, conducting trainings, team work and project management
- Communications skills gained also through independent traveling

Organisational / managerial skills

- Project management
- Organization and team leading

Job-related skills

Certificates

- Slovenian Certified Information Systems Auditor
- ISO 27001:2013 Internal Auditor
- CISA – Certified Information Systems Auditor
- Novell Advanced Administrator
- AIX System Administrator
- 3Com Certified Solutions Associate
- ITIL Foundation v2

Driving licence B

ADDITIONAL INFORMATION

Projects/References

- Structured Wiring, Primary Schools of Slovenia
- Structured Wiring, Ministry for Economic Relations
- Structured Wiring, Ministry for Labour
- Structured Wiring, Educational Research Institute
- Structured Wiring Ljubljanske mlekarne d.d.
- Structured Wiring Employment Service of Slovenia
- LAN/WAN Projects Primary Schools of Slovenia
- LAN Project Ministry for Economic Relations
- LAN Project Ministry for Labour
- LAN/WAN Project Educational Research Institute
- Windows NT Server Installations Educational Research Institute
- Novell Servers Installation Ljubljanske mlekarne, d.d.

- Novell Servers Installation Employment Service of Slovenia
- Novell Servers Installation Heliair Center
- Novell Servers Installation Ministry for Information Society
- RS/6000 AIX Installation Ljubljanske mlekarne d.d.
- RS/6000 AIX Installation Ministrsy for Agriculture
- Oracle Inslallation Ljubljanske mlekarne, d.d.
- Oracle Installation Ministrsy for Agriculture
- ZEN (Novell Zero Efforts Network) Deployment in CURS (Customs Administration of the Republic of Slovenia)
- NDS (Novell Directory Services) Deployment in CURS (Customs Administration of the Republic of Slovenia)
- EDI deploymentin CURS (Customs Administration of the Republic of Slovenia)
- Head of Project ISMS in Sava Group
- Plan and Deployment of MPLS in Sava Group
- Head of Project BIA in Sava Group
- Head of Project Internet Security in Sava Group
- Head of Project IT Disaster Recovery in Sava Group
- Coordinator of Project Business Continuity in Sava Group
- Internal IT Audit in Sava Group
- Member of a Committee for SLA Contracts in IT
- WiFi in Logistics Project Manager,
- Head of Project ISMS in Savatech
- Head of Project Internet Security in Savatech
- ISMS implementation in various Slovene Health organizations,
- BCP implementation in URI Soča,
- ISMS implementation in Ministry of Agriculture
- IAM Project Manager in Ministry of Agriculture
- ISMS Head of Project for various organizations in Slovenia
- IAM project Manager in Cyprus University of Technology, Cyprus
- Head of Project for Security Operations Center in Slovene Ministry of Public Affairs,

Hobbies basketball, volleyball, skiing, hiking

145

europass Curriculum Vitae

PERSONAL INFORMATION

Stefan Bogdan Nyari

Romunia

stefan.nyari@atos.net

WORK EXPERIENCE

June 2012 – Present

Netapp Storage Administrator

Atos, Munich Area, Germany

Project:

Atos Storage and Backup Academy
May 2014

Internal and local project consisting of one month of intensive training for 10 new employees to prepare them for production environment and day to day job.
Contribution in the project:
- two weeks of theoretical and practical hands-on Linux Basics training to set the basis for the necessary Linux knowledge required for new admins in our team.

Courses:

Netapp Data ONTAP 7-Mode Administration
Clustered Data ONTAP Administration
SAN Scaling and Architecting
SAN Implementation
NetApp Protection Software Administration

July 2011 – June 2012

Unix System Administrator

Atos, Timis County, Romania

- Performing installations and configurations according to internal procedures
- Troubleshoot, maintain, upgrade and document all aspects of the of the system configurations
- Perform daily system monitoring, verifying the integrity and availability of all system resources and key processes
- Reviewing system and application logs, and verifying completion of scheduled jobs such as nightly backups
- Perform optimization and performance testing, provide technical support for incident response and reporting• provide on-call support (24x7)
- Collaborating with other technical and non-technical colleagues within the company

Project:

Automating lights-out management configuration
May 2011

In our 3000+ server infrastructure, we needed to have all our servers remote management board, configured in the same way. Users and features needed to be configured as defined in our internal procedures. In order to have this process automated, I've developed a script that would be deployed on Fujitsu or Dell servers, which was using ipmitool and OEM specific tools (eecdcp for Fujitsu's iRMC and racadm for Dell DRAC) to create users, set an initial password and enable specific features per user.

195

February 2009 – July 2011

Unix System Administrator

Siemens IT Solutions and Services, Timis County, Romania

- Performing installations and configurations according to internal procedures
- Troubleshoot, maintain, upgrade and document all aspects of the of the system configurations
- Perform daily system monitoring, verifying the integrity and availability of all system resources and key processes
- Reviewing system and application logs, and verifying completion of scheduled jobs such as nightly backups
- Perform optimization and performance testing, provide technical support for incident response and reporting• provide on-call support (24x7)
- Collaborating with other technical and non-technical colleagues within the company

EDUCATION AND TRAINING

2003 - 2011

Bachelor's degree, Automation and Applied Informatics

"Politehnica" University of Timisoara

PERSONAL SKILLS

Mother tongue(s) Romanian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C2	C2	C1
German	B2	B2	B2	B2	B2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

Job-related skills **Certificates**

- NetApp Certified Implementation Engineer – SAN, 7-Mode (2014)
- NetApp Certified 7-Mode Data Administrator (2013)
- RedHat Certified System Administrator (2016)
- edX Verified Certificate for Introduction to Computer Science and Programming Using Python (2013)

146

europass Curriculum Vitae

PERSONAL INFORMATION

Dragan Spasojevič

Slovenija

dragan.spasojevic@atos.net

WORK EXPERIENCE

April 2015 – Present

CEE Local Portfolio Manager

Atos CEE, Ljubljana, Slovenia

- CEE Portfolio management (Network & Communication)

February 2003 – October 2013

Senior Network Specialist

NIL Data Communication Ltd., Ljubljana, Slovenia

- Wired telecommunications activities

EDUCATION AND TRAINING

September 1999 – June 2005

Bachelor of Science in computing and Informatics

Faculty for Computer and Information Science, Ljubljana, Slovenia

PERSONAL SKILLS

Mother tongue(s) Slovenian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C2	C1	C1

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

Job-related skills

Certificates

- Cisco CCIE Routing&Switch
- NATO Secret clearance
- EU SECRET security clearance
- Cisco CCIP (Retired)
- Cisco CCNA Routing & Switching

Competencies

- Portfolio management
- Network design

- Safety engineering
- Systems integration
- Systems installation/decommissioning
- Client services management
- Selling
- Sales support
- Configuration Management
- Manufacture of basic chemicals
- Warehousing and storage
- Wireless telecommunications activities
- Central banking
- Pension funding
- Archit./engin. activ./rel. techn. cons.
- DHCP (Dynamic Host Config. Protocol)
- FrameRelay
- PPP CHAP
- PPP PAP
- PPP PPPoE
- TCP/IP BGP-4
- TCP/IP EIGRP
- TCP/IP GRE
- TCP/IP OSPF
- TCP/IP TACACS+
- QoS
- IPSec
- Spanning Tree
- Wireless Lan
- PKI (Public Key Infrastructure)
- CM-MS022-Mainframe & Special Platforms
- CM-MS031-Network
- CM-MS032-Communications
- CM-SI040-SAP Solutions
- CM-MS016-Adaptive Workplace Anytime
- CM-SI089-Canopy Cloud
- CM-TS003-IT Consulting

Driving licence B

148

europass Curriculum Vitae

PERSONAL INFORMATION

Krzysztof-Mateusz Nowicki

Poland

krzysztof.nowicki@atos.net

WORK EXPERIENCE

July 2012 – Present

Network Engineer

Atos,
Bydgoszcz, Poland

Wired telecommunications activities

September 2008 – July 2012

IT Specialist

PostData, Bydgoszcz, Poland

Wired telecommunications activities

EDUCATION AND TRAINING

October 2008 – December 2010

Computer Science (Master Degree)

Poznan University of technology, Poland

September 2003 – December 2007

Mathematics, Physics and Technical Sciences (Bachelor Degree)

Kazimierz Wielki University, Poland

PERSONAL SKILLS

Mother tongue(s) Polish

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C2	C1

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

Job-related skills **Certificates**

- Juniper Networks Internet Ass._JNCIA
- Juniper Networks Internet Spec._JNCIS
- Cisco Security Specialist
- Cisco CCNP Routing & Switching
- Cisco Network Assoc.CCNA Security

- Cisco CCNA R&S Cisco
- MS MCSE MS Systems Eng Security W2003

Competencies

- Network planning
- IT operations
- Network support
- Configuration Management Medior 0005
- Wired telecommunications activities
- Windows 7
- Windows XP
- Cisco ASA VPN
- Juniper Firewall
- DHCP (Dynamic Host Config. Protocol)
- DNS (Domain Name System)
- IPSecurity AH
- IPSecurity ESP
- IPSecurity ISAKMP/IKE
- TCP/IP ARP/RARP
- TCP/IP DHCP
- TCP/IP EIGRP
- TCP/IP HSRP
- TCP/IP ICMP
- TCP/IP IP
- TCP/IP NTP
- TCP/IP OSPF
- TCP/IP Radius
- TCP/IP RIP2
- TCP/IP TACACS+
- TCP/IP UDP
- CISCO-IOS
- CACTI
- CISCO-PIX/ASA
- Wireshark
- Checkpoint IP560
- Microsoft Windows Server 2003
- Windows Group Policies (GPO)
- Cisco BGP/MP-BGP
- ITIL v3 (IT Infrastructure Library)
- CM-MS031-Network

Driving licence B

150

Curriculum Vitae

PERSONAL INFORMATION

Miha Jozelj

Mesarska cesta 10, SI-1000 Ljubljana (Slovenija)

+386 41 550 678

miha.jozelj@gmail.com

Sex Male | Date of birth 20 January 1981 | Nationality Slovenian

JOB

System Engineer

WORK EXPERIENCE

2001 – 2007

Student work

Callida d.o.o., Mladinska knjiga, Informatika d.d., Ljubljana (Slovenia)

- Setting up computer hardware and installing software
- Technical support relating to hardware and software for customers
- Database data control

April 2008 – July 2009

System Engineer for Telecommunications

Sinfonika d.d.
Motnica 7 SI-1236 Trzin (Slovenia)

- Alcatel-Lucent telephone server programming
- Development and testing of new solutions for IP telephony
- Project documentation
- Project management
- Technical team coordination
- Technical counselling to existing and new customers
- Technical support for customers
- Technical support for distributers in our region

July 2009 – August 2013

System Engineer

Unistar LC d.o.o.
Litostrojska 56 SI-1000 Ljubljana (Slovenia)
www.unistarlc.si

- Wireless networks design
- WiFi projects management
- Implementing wireless WiFi networks
- Alcatel-Lucent telephone server programming
- Development and testing of new solutions for IP telephony
- Consulting about technical solutions to our customers
- Technical support for customers
- Sales activities (communicating with customers)
- Pre-sales activities (communicating with suppliers)
- Price negotiating with suppliers
- Installing, maintaining, upgrading telecommunication systems
- Support for customers
- Support for distributers in our region

Curriculum Vitae

April 2014 – Present

System Engineer

S.T.R.E.A.M. d.o.o.
Litostrojska 56 SI-1000 Ljubljana (Slovenia)
www.streamit.si

- Wireless networks design
- WiFi projects management
- Implementing wireless WiFi networks
- Implementing LAN networks
- Development and testing of new solutions for IP telephony
- Consulting about technical solutions to our customers
- Technical support for customers
- Sales activities (communicating with customers)
- Preparation of offers
- Pre-sales activities (communicating with customers and suppliers)
- Price negotiating with suppliers
- Support for customers
- Support for distributers in our region

EDUCATION AND TRAINING

November 2015

Cisco Certified Network Professional Wireless

Cisco Certifications

Cisco CCNP Wireless – Certificate Verification No. 423464179552ELDI

October 2014

Conducting Cisco Unified Wireless Site Survey

FastLane – Cisco Systems Croatia

Hektoroviceva ulica 2

10000 Zagreb, Croatia

Cisco CCNP Wireless

November 2012

Tropos Certified Associate

Tropos Networks

555 Del Rey Avenue

Sunnyvale, CA 94085 (United States)

Tropos WiFi MESH system design

May 2008 – September 2008

Alcatel-Lucent Certified System Expert (ACSE OmniPCX Enterprise R8, R9 Corporate)

Alcatel-Lucent University (The accredited training center in Vienna)

Trillergasse 8

A-1210 Vienna (Austria)

1999 – 2008

BSc in Computer and Information Science

University of Ljubljana

Curriculum Vitae

Faculty of Computer and Information Science

Tržaška 25

1000 Ljubljana (Slovenia)

1995 – 1999 **Secondary school graduation**

Srednja vzgojiteljska šola in Gimnazija Ljubljana

Kardeljeva ploščad 16

1000 Ljubljana (Slovenia)

PERSONAL SKILLS

Mother tongue(s) Slovenian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
German	A2	A2	A2	A2	A1

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

- Team spirit (effect of previous work)
- Adjustment on international environment (effect of previous work)
- Presentation and lecture capabilities (technical presentations)
- Sales presentations for customers (effect of previous work)
- Price negotiating with suppliers (effect of previous work)

Organisational / managerial skills

- Project management (Reference project: I was project manager for building WiFi MESH system in the city of Domžale in Slovenia)

Job-related skills

- WiFi wireless networks design
- Project management
- IP telephony protocols knowledge
- Knowledge of Alcatel-Lucent telecommunication servers
- Knowledge of microprocessor-based system programming in assembler
- Computer hardware knowledge
- Knowledge of IEEE802.1X
- Knowledge of MS Windows server 2012 Radius
- Basic knowledge of c and java programming
- Basic SQL database knowledge
- MS Windows operating system knowledge
- MS Office 2013 knowledge
- Linux operating system basic knowledge
- Basic knowledge of MS Windows server 2012, Active Directory, DNS servers
- Basic knowledge of MS Exchange server 2010
- Basic knowledge of MS Lync server

153

Curriculum Vitae

ADDITIONAL INFORMATION

Major Projects

WiFi MESH system in the city of Domžale in Slovenia
Main assignments:
- Project management
- WiFi network design
- WiFi network implementation
- WiFi network maintenance

LAN and WiFi networks for Ministry of the Environment and Spatial Planning in Slovenia
Main assignments:
- WiFi network design
- Network implementation (Cisco Cat4500, Cisco Cat2960, Cisco WLC 2500)

LAN and WiFi networks for Interblock USA Las Vegas
Main assignments:
- WiFi network design (converged access)
- Network implementation (Cisco 3850 MC + Cisco 3850 MA)

ANNEXES

- University BSc diploma (Annexe 1)
- Alcatel-Lucent certification (Annexe 2)
- Tropos Networks certification (Annexe 3)
- Cisco CCNA Wireless Certification (Annexe 4)
- Cisco CCNP Wireless Certification (Annexe 5)

154

Annexe 1:

Rektorica Univerze v Ljubljani
in
dekan Fakultete za računalništvo in informatiko

s pečatom Univerze v Ljubljani
in svojima predpisoma potrjujeta,
da je

MIHA JOZELJ

rojen dvajsetega januarja tisoč devetsto osemindvajsetega leta v Ljubljani

opravil vse obveznosti univerzitetnega študijskega programa
Računalništvo in informatika in končal univerzitetni študij
Fakulteta *za računalništvo in informatiko*
mu zato podeljuje strokovni naslov

univerzitetni diplomirani inženir
računalništva in informatike

Številka: 1520

V Ljubljani, dne dvaindvajsetega januarja dva tisoč osem

Prof. dr. Franc Solina
dekan Fakultete za računalništvo in informatiko

Prof. dr. Andreja Kocijančič
rektorica Univerze v Ljubljani

Annexe 2:

Alcatel·Lucent
Enterprise

Alcatel-Lucent recognizes

Miha JOZELJ
Id : 131160324

as an

Alcatel-Lucent Certified System Expert

ACSE Alcatel-Lucent OmniPCX Enterprise R10

Date : 26/11/2013

Michel Emelianoff
President, Alcatel-Lucent Enterprise

Alcatel·Lucent
CSE

Annexe 3:

ABB

This is to certify that

Miha Jozelj

Has been awarded the designation of "Tropos Certified Associate"

November 16th, 2012

Tom Gorski, Tropos Networks Training

Annexe 4:

CISCO

Cisco Certifications

Miha Jozelj

HAS SUCCESSFULLY COMPLETED THE CISCO CERTIFICATION REQUIREMENTS AND IS RECOGNIZED AS A

Cisco Certified Network Associate Wireless

CISCO CERTIFIED CCNA WIRELESS

CERTIFICATION DATE May 22, 2014
VALID THROUGH May 22, 2017
CISCO ID NO. CSCO12385475

John T Chambers

John Chambers
Chairman and CEO
Cisco Systems, Inc.

Validate this certificate's authenticity at
www.cisco.com/go/verifycertificate
Certificate Verification No. 417844172725CPCM

10242786
0529

158

Annexe 5:

CISCO

Cisco Certifications

Miha Jozelj

has successfully completed the Cisco certification exam requirements and is recognized as a

Cisco Certified Network Professional Wireless

CISCO CERTIFIED CCNP WIRELESS

Date Certified	November 30, 2015
Valid Through	November 30, 2018
Cisco ID No.	CSCO12385475

Chuck Robbins
Chief Executive Officer
Cisco Systems, Inc.

Validate this certificate's authenticity at
www.cisco.com/go/verifycertificate
Certificate Verification No. 423464179532ELDI

7079500020
1215

europass

Europass CV

Personal data

Name and surname	**Sašo Trunkl**
Address	Vorohova ulica 34, 2345 Bistrica ob Dravi
Mobile number	+386 51 618 174
E-mail	saso.trunkl@informatika.si
Nationality	Slovene
Date of birth	16.10.1969
Sex	Men

Work experience

Date	01.07.2007 – on going
Position held	System Engineer for IT infrastructure and networks
Main activities and responsibilities	Administering and designing LAN/WAN networks and working with Cisco network equipment for Informatika and electric power distribution companies in Slovenia. Managing network security protocols and implementing security policies. Administering and managing Windows 2012 Servers and Domain Controllers for electric power distribution domain forest. Planning ITK resources per year basis. Working as network and system architect. Working with internal and external auditors.
Employer's name and address	Informatika, informacijske storitve in inženiring, d.d. Vetrinjska ul. 2, Maribor
Industry	Information Technology

Date	04.01.1993 – 30.06.2007
Position held	System Engineer for IT infrastructure and networks
Main activities and responsibilities	Administering and designing LAN/MAN/WAN networks and working with Cisco network equipment for Elektro Maribor. Managing network security protocols and implementing security policies. Project leader for migrating from Token Ring network with SNA protocol to Ethernet network with TCP/IP protocol. Administering and managing Servers and Domain Controllers on all Windows OS for electric power distribution domain forest. Planning ITK resources per year basis. Working as network and system architect. Working with internal and external auditors.
Employer's name and address	Elektro Maribor, podjetje za distribucijo električne energije, d.d. Vetrinjska ul. 2, Maribor
Industry	Electric power distribution company

160

Education and training

Date	21.3.2012
Title of qualification	Authorization for marketing investment funds and selling investment coupons or Shares of investment funds (Certificate Nr. 40275-5)
Education organizations name	Securities Market Agency of Slovenia
Date	19.05.2011
Title of qualification	Authorization to perform insurance agency (Certificate Nr. 40110-0806)
Education organizations name	Insurance Supervision Agency of Slovenia
Date	2003-2007
Title of qualification	Bachelor of Computer Science (B.SC, 1st bologna cycle)
Principal subjects / occupational skills	Digital Systems, Control Engineering, Robotics, Automation, Design of electronic systems, Computer process management, Analysis, Computer Control of Processes, Mathematics
Education organizations name	University Of Maribor, Faculty of Electrical Engineering and Computer Science
Level of education	VI/2
Date	1997-2002
Title of qualification	Engineer of Information Technology
Principal subjects / occupational skills	Mathematics, Physics, Fundamentals of Electrical Engineering, Measurement, Materials and Technology, Computer Science and Information Technology, Economics, English, Information technology and Documentation, Signal Processing
Education organizations name	University Of Maribor, Faculty of Electrical Engineering and Computer Science
Level of education	VI/1

Personal skills

Mother tongue(s) **Slovenian**

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	B2	B2	B2
Croatian	C1	C1	B2	B2	B2
	Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user Common European Framework of Reference for Languages				

Social skills

- Communication skills (everyday communication with customers)
- Team work (participation in different teams)
- Reliability (executing tasks and projects responsibly, handing in reports within the specified deadlines)
- Ability to work under pressure and in difficult situations
- Mentoring and transfer of knowledge to other people

Technical skills	- Participation in the construction of cable television networks - Participation in the construction and programming of industry solar power plants and small hydroelectric power plants - Participation in the construction and programming of home solar power plants with inverters (net metering) and e-mobility (EV - Electrical Vehicles) - Participation in projects for the construction of video surveillance systems for various commercial properties - Control and management of IT technical projects
Driving license	- B

europass Curriculum Vitae

PERSONAL INFORMATION

Stefan Bresnig

Austria

stefan.bresnig@atos.net

WORK EXPERIENCE

April 2011 – Present

Network Engineer

Atos, Klagenfurt, Austria

- Network operation and Network specialist within several Network projects for and ATOS in CEE countries
- Configuration and deployment of new Cisco switches at Siemens locations in Germany, Finland and Norway

EDUCATION AND TRAINING

October 2005 – July 2010

Network Engineer

HTL, Austria

PERSONAL SKILLS

Mother tongue(s) German

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C2	C2	C2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

Job-related skills

Certificates

- Juniper Networks Ass
- Junos JNCIA-Junos
- Cisco CCNA Security WIFI
- Cisco CCNA Voice
- ITIL Foundation IT Service Management
- Cisco CCNP Routing & Switching
- Cisco CCNA Routing & Switching

Competencies

- Network planning
- Network support L
- Securities Medior
- IT Management
- IT Offshoring
- IT Data Center Transformation

163

- CISCO
- Cisco ASA firewalls
- Cisco Routing
- Cisco switching
- CLI
- Juniper Firewall
- Juniper Routing
- ITIL v3 (IT Infrastructure Library)

Driving licence B

Hobbies Cycling

169

PERSONAL INFORMATION

Rony Plevnik

Podlubnik 93, 4220 Škofja Loka, Slovenia
+386 41 719 597
rony.plevnik@unistarpro.si

Sex Male | Date of birth 26/11/1970 | Nationality Slovenian

JOB APPLIED FOR
POSITION
PREFERRED JOB
STUDIES APPLIED FOR

ITSM Consultant & Trainer /IT Expert/Project Manager

WORK EXPERIENCE

March 2015 -> **Director of Business Solutions**
Unistar PRO

Management of ITSM, BA, Customer Support, Aplication Development, Training & Education and Security departments, Project Management

November 2014 – February 2015 **Service Desk Manager**
Unistar PRO

July 2014 -> **Freelance Management Consultant and Trainer**
SINHRON s.p., ITPreneurs, HelpDesk Institute Inc.

- Project Management
- Management of IT Service Management department, Consulting, Training and Education
- Managing and performing ITIL and HDI (HelpDesk Institute Inc.) trainings
- Managing and leading ITIL and ITSM adoption projects
- Coaching and Mentoring

2007 -> **Management Consutant and Trainer**

- ITIL and HDI (HelpDesk Institute Inc.) trainings delivery in Central and Eastern Europe Region
- ITIL and HDI Consultancy in Central and Eastern Europe Region

(from 2007 to 2014 all trainings were delivered on behalf / with cooperation of Normacom company partner).

- *Pink Elephant certified Instructor since 2007*
- *HelpDesk Institute Certified Instructor since 2007*

February 2008 – July 2014 **Service Management Director**
Normacom d.o.o., Normacom Plus d.o.o.

- Management of IT Service Management department, Consulting, Training and Education

165

- Managing and performing ITIL and HDI (HelpDesk Institute Inc.) trainings
- Managing and leading ITIL and ITSM adoption projects
- Coaching and Mentoring
- Management of Slovenian Government's Central Service Desk
- Managing external suppliers (Pink Elephant, HDI,...)
- Managing Contracts and Service Level Agreements

Business or sector ITSM Consulting, Training and Educations; ITSM projects, Private and Public Sector

March 2012 – November 2013

IT Director of EuroBasket 2013

EP 2013 d.o.o., Nomacom Plus d.o.o.

- Head of IT for Eurobasket 2013 competition;
- development of strategic plans,
- ICT infrastructure acquisition, setup and maintainance,
- Setting up different teams (operational, systems administration, on-site support etc.),
- monitoring and control of the project,
- Managing external suppliers (Municipalities, Telco Service Providers, other Service providers)
- Managing Contracts and Service Level Agreements
- Team Management

Business or sector Sports Events; ITSM projects, Private and Public Sector

2004– Februar 2008

Service Support Manager

SRC.SI d.o.o.

- Management of Application Management department, (approx.. 30 various applications and 12.000 users)
- ITIL process adoption
- Establishment of Company's internal Service Desk according to ITIL best practices
- Defining working methodologies in correlation with HR department
- Managing Contracts and Service Level Agreements
- Service Reporting, Budgeting, Accounting & Charging
- Team Management

Business or sector Public Administration, Finance/Banking, Telco/Logistics, Public Healthcare

1998 - 2004

Service Support Manager

SRC Computers, SRC.SI

- Management of Desktop Support and Service Desk (1st and 2nd levels of Support) for Public Administration (10.000 workstations and 30.000 users)
- Managing Contracts and Service Level Agreements
- Service Reporting, Budgeting, Accounting & Charging
- Team Management

Business or sector Public Administration, Finance/Banking, Telco/Logistics

EDUCATION AND TRAINING

1989 - 1998

Msc. Organisational Informatics (VII/2)

University of Maribor, Faculty of Organisational Sciences, Kranj

- Knowledge of Organisations and Informatics

2012 - >

Msc. Public Administration

University of Ljubljana, Faculty of Public Administration, Ljubljana

- *Only Masters Diploma left*

2000 - 2014

Professional Trainings and Education Certificates

- ITIL Foundation Course (FOX IT)
- Gustav Kasser Trainings: Time Management, Sales for non-salesmen I & II
- Support Center Analyst, Support Center Team Leader, Support Center Manager Courses (HDI)
- HelpDesk Analyst, HelpDesk Manager Course (HDI)
- Service Level Management course (Pink Elephant)
- MOF Essentials (Microsoft)
- MS Project (Microsoft)
- ITIL Service Managers Course
- ITIL V3 Expert Course
- Instructors Courses (Pink Elephant and HDI)
- Train the trainer courses (HDI)
- Prince2 Foundation and Practitioners Courses (Pink Elephant)

Professional Certificates (EXIN, ISEB):

- ITIL V3 Expert Certificate
- ITIL V2 Service Manager Certificate
- Measuring, reporting improving the IT infrastructure according to ITIL best practices
- HelpDesk Analyst, Support Center Analyst Certificates,
- HelpDesk Manager, Support Center Managet Certicicate
- Support Center Team Leader Certificate
- Prince 2 Practitioners Certificate
- BEC Vantage Certificate in Business English

PERSONAL SKILLS

Mother tongue(s) Slovenian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
	BEC – Business English Certificate Vantage				
Croatian, Bosnian, Serbian	C2	C2	C2	C2	C1
	Learned in elementary School, Army, etc.				

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
Common European Framework of Reference for Languages

Communication skills

- good communication skills gained through my experience as manager, director, trainer and lecturer
- attended many communication trainings for managing sales and customers (Gustav Kaesser Education)
- attended many "train the trainer"/instructor courses

Organisational / managerial skills

- leadership of desktop support team/department (responsible for a team of 10 people)
- leadership and management of application service provision team (team of approx.. 20 people)
- leadership and management of Service Desks (from 5 – 10 people)
- project management (biggest; responsible for ITIL process adoption in major Slovenian Health Insurance Company /2 years project; EuroBasket 2013 project; many smaller projects

Job-related skills

- good command of quality control processes
- very service oriented
- teaching and lecturing skills (certified ITIL and HDI instructor)
- conflict management
- good problem solving skills

167

- emphatic

Computer skills
- good command of Microsoft Office™ tools
- good command of CorelDraw tools
- good command of ITSM tools

Other skills
- drawing and paining

Driving licence
- B

ADDITIONAL INFORMATION

Conferences
- STI HelpDesk Managers Course (Las Vegas, USA)
- CRM Conference (New York, USA)
- HelpDesk Institute Conferences (Las Vegas, Miami, USA)
- HTHS Management Conference (San Diego, USA)
- Pink Elephant Conference (Las Vegas, USA)
- Microsoft TechEd (San Francisco, USA; Amsterdam, Netherlands)

Memberships
- itSMF Slovenia founding member
- IIBA Member

168

PERSONAL INFORMATION

Andrej Stajič

Vojkova ul. 77, 1000 LJUBLJANA, Slovenija

+386-31-739-721 +386-40-194-009

andrej_stajic@yahoo.com

http://si.linkedin.com/in/andrejstajic

andrejs1607

Sex Male | Date of birth 16/07/1965 | Nationality Slovenian

JOB APPLIED FOR

Project Manager Series

WORK EXPERIENCE

15.06.2009 – today

IT Operations Manager
Informatika d.d.
Manging and Leading IT operations. Development of new services. Project management. Purchasing IT equipment and services.

01.09.2008 - 15.06.2009

ISECO (Information SECurity Officer) region Europe
Lek d.d. a Sandoz Company
Project management in area of IT Security. Implementing ISMS in Sandoz subsidiaries (West Balkan, Baltic, ...). Operational ISEC management. IT Security Risk management

01.04.2005 - 01.09.2008

IT Manager
Ministry of justice RS
Managing the IT department. Plan,execute and control work of the department. Work on internal as well as EU projects related to working domain of Ministry of Justice. During Slovenian presidency chair of Working party on Legal Data Procesing (e-Justice).

01.08.2000 - 01.04.2005

IT Systems manager
Si.mobil d.d.
Managing IT systems administration department
Managing Help Desk group.
IT systems administration department
Cost and Investment planing and executing according company business plans.
Working on Mobilkom Austria group projects (e.g. Vodafone Live services)

01.01.2000 - 01.08.2000

Marketing Manager
Schneider Electric d.o.o.
Planining marketing activities for Slovenia, analyze market and setup prices for diffrent sales chanels (distribution, installers, shops, system integrators). Plan and execut movment of company to new premisses. Preparing marketing materials.

01.08.1990 - 01.08.2000

Other employments
IT Manger, JP Energetika Ljubljana
Network Departmen Manager
Pre sale support Communication, Intertrade d.o.o

EDUCATION AND TRAINING

2009 - 2012

Master of science (MBA)
University of Ljubljana, Faculty for economics

Thesis title "New approaches to innovation process and to knowledge management in enterprises based on usage of new information technologies"

1995 -1998 **Postgradute specialization in Management**
University of Ljubljana, Faculty for economics

1985 -1990 **BSC Electrical Engineering**
University of Ljubljana, Faculty of electrical and computers engeeniring
Automation

PERSONAL SKILLS

Mother tongue(s) Slovenian, serbo-croatian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	B2	B2	B2
	Replace with name of language certificate. Enter level if known.				
German	B2	B2	B1	B1	B1
	Replace with name of language certificate. Enter level if known.				

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
Common European Framework of Reference for Languages

Communication skills
- good communication skills gained through my experience as participants in international projects as well as work for multinational companies like Lek, Si mobil, Schneider Electric
- One to one or one to many communication experiences including seminars and lectures

Organisational / managerial skills
- leadership (currently responsible for a team of 31 people)
- project management experiences in multinational teams

Job-related skills
- IT Security standards
- ISO 9000 – internal auditor
- IT audit (CISA, certified IT auditor)
- Srcum Master
- Procurement
-

Computer skills
- good command of Microsoft Office™ tools
- good command Maximo Asset Management
- basic usage of SAP
- ....

Other skills
- writing articles

Driving licence
- B

ADDITIONAL INFORMATION

170

Publications	Internet artcles
Projects	Health Insurance Chip Card Project, network Justistical records, Vodafone Live!, ...
Conferences	
Seminars	
Honours and awards	Internal employee award, Intertrdae ITS
Memberships	CISA, Slovenia Institute for auditors, Sports clubs Olimija and Sokol Bežigrad
References	

ANNEXES

CV with motivation letter.

europass Curriculum Vitae

PERSONAL INFORMATION

Franz Kasparec

Austria

franz.kasparec@atos.net

WORK EXPERIENCE

September 2015 – Present

Cloud GBU Executive CEE&MEA

Atos, Vienna, Austria

Cloud business leadership for the GBUs (Global Business Units)
- CEE (Central & Eastern Europe w/ Austria, Switzerland, Italy, Turkey, Russia & CIS);
- MEA (Middle East & Africa)

July 2014 – August 2015

Business Development Executive

Canopy Cloud, Vienna, Austria

Business development in the ecosystem of Atos, EMC, VMware and VCE.
Canopy Cloud was founded as a joint venture of Atos and EMC in 2012, for developing and selling Cloud Computing solutions.

November 2010 – June 2014

Cloud Business Director (Austria, EE, Russia/CIS, Turkey, Middle East, Africa)

EMC, Vienna, Austria

Business development in data center transformation space.

October 2000 – November 2010

Senior Manager Solutions Practice – EMEA East

EMC Corporation

EDUCATION AND TRAINING

1982 - 1988

Dipl.Ing. Physics

Technische Universit t Wien

1995 - 1999

MBA, Management of Technology

Open University

PERSONAL SKILLS

Mother tongue(s) German

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Czech	B2	B2	B2	B2	B2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

172

Communication skills

- Attended many communication skills development and sales courses
- Train the trainer course and instructor courses
- Experiences gained by business contacts, conducting trainings, team work and project management
- Communications skills gained also through independent traveling

Organisational / managerial skills

- Project management
- Organization and team leading
- 12 years experience in Storage
- 6 years experience in Cloud Computing

Job-related skills

Certificates

- PMP

Project Management Institute; Licence 72352

- CISSP

(ISC)² ; Licence 122432

- MBCI

Business Continuity Institute (BCI); Licence 2255

Driving licence B

europass Curriculum Vitae

PERSONAL INFORMATION

Monika Varkonji Sajn

Scopolijeva 10, SI-1000 Ljubljana, Slovenia

+386 41 694 316

monika.varkonji@unistarpro.si

Date of birth 07 December 1965

WORK EXPERIENCE

June 2007 – Present

Project Manager, ITSM Consultant

Unistar LC d.o.o., Ljubljana

Consulting in ITSM processes optimization, Project management, Presales, Implementation, customization and maintenance of ITSM software systems. Involved also in Cloud automation/orchestration projects.

Projects

- **Unicredit bank Slovenia d.d.** – 2007
  IT and business support processes analyses for e-banking, credit cards, IT and payments departments; consulting in support process optimization; tender template for support tool purchase.

- **University Medical Centre Ljubljana** – 2007-2015
  IT processes analysis and consultancy in implementing ITIL processes; ITSM software tool implementation (Axios systems – assyst) for the following processes: incident management, problem management, change management, request management, configuration management and service level management.

- **Adria Airways d.d.**, The Airline of Slovenia – 2008
  IT processes analysis and optimization; ITSM software tool configuration (Axios systems – assyst) for the following processes: incident management, change management, configuration management and service level management.

- **Unistar LC d.o.o.**, Ljubljana – 2008-2016
  ITIL processes introduction; ITSM software tool implementation and customization (Axios systems – assyst) for the following processes: incident management, problem management, change management, request management, configuration management and service level management. System enhancement, administration and customization.

- **Energoplan holding d.o.o.** – 2009
  IT processes analysis and optimization; ITSM software tool configuration (Axios systems – assyst) for the following processes: incident management, change management, configuration management and service level management.

- **Ministry of finance**, Republic of Slovenia – 2009-2011
  IT processes analysis and consultancy in implementing ITIL processes; ITSM software tool implementation and customization (Axios systems - assyst) for the following processes: incident management, problem management, change management, request management, configuration management and service level management.

- **Public holding Ljubljana** – 2009
  IT processes analyses; consultancy in holding's IT support departments consolidation and ITSM tools unification.

- **Zavarovalnica Triglav d.d.** Ljubljana – 2010-2011
  Project manager for Project BMC Remedy AR System and Service desk upgrade and CMDB and asset management implementation. My role in this project included: IT processes optimization, localization, integration with ZENworks asset inventory tool, support staff and end users training, manuals and project documentation preparation.

- **Triglav osiguranje A.d.o. Beograd (Serbia)** – 2012
  Project Management; IT processes analyses and optimization; ITSM tool configuration (BMC Remedy) for incident management, approval process customization, localization, documentation and training.

- **Triglav Osiguranje d.d. - Zagreb (Croatia)** – 2012
  Project Management; IT processes analyses and optimization; ITSM tool configuration (BMC Remedy) for incident management, localization, documentation and training.

- **Osiguruvanje Triglav ad. Skopje (Macedonia)** – 2012-2013
  Project MAangement; IT processes analyses and optimization; ITSM tool configuration (BMC Remedy) for incident management, localization, documentation and training.

- **Osiguranje Triglav a.d. Banja Luka (Bosnia and Herzegovina)** – 2013
  Project Management; IT processes analyses and optimization; ITSM tool configuration (BMC Remedy) for incident management.

- **Gen Energija d.d.** – 2014-2015
  Change management process workshop, analyses and optimization; Cireson support tools implementation.

- **RTV Slovenija** – 2015
  Change management process workshop.

- **LTH Castings d.o.o.** – 2015-2016
  Implementation of Omnitracker core system and ITSM application.

Cloud automation/orchestration projects

- **Telekom Slovenije d.d.** – 2014-2016
  Project manager and involved in design of VMware Cloud Infrastructure for Cloud services, specialized in vCenter Orchestrator workflows design.

July 2000 – May 2007

IT Instructor

Unistar LC d.o.o., Ljubljana

Conducting IT courses, consulting, presales, implementation and maintenance of IT systems, supervision and management of IT education and certification center.

October 1996– June 2000

Manager

LanCenter d.o.o., Ljubljana

Company startup, organization of technical, sales and marketing matters, education and certification partner statuses acquisition, actively involved in technical and educational activities.

August 1994 – May 1996

Senior Systems Engineer

SRC Computers d.o.o., Ljubljana

Network operating systems installation, maintenance and education; management of IT education and certification center.

June 1992– August 1994

Systems Engineer

Unicom d.o.o., Ljubljana

Network operating systems installation, maintenance and education.

175

EDUCATION AND TRAINING

1984 - 1992 **Msc. Electronic Engineer (VII/2)**
University of Ljubljana, Faculty of Electrical Engineering and Informatics

PERSONAL SKILLS

Mother tongue(s) Slovenian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Serbian	C2	C2	C2	C2	C2
Croatian	C2	C2	C2	C2	C2
Hungarian	C1	C1	B2	B1	B1
Russian	B1	B1	A1	A1	A2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

Communication skills
- Attended many communication skills development and sales courses
- Train the trainer course and instructor courses
- Experiences gained by business contacts, conducting trainings, team work and project management
- Communications skills gained also through independent traveling

Organisational / managerial skills
- Project management
- Organization and team leading

Job-related skills **Certificates**

- ITIL Expert in IT Service Management, ITIL Managers Certificate in ITSM (APMG-International, EXIN)
- PRINCE2 Registered Practitioner (APMG-International)
- BMC Certified Administrator: BMC Remedy AR System (BMC Software)
- BMC Certified Administrator: BMC Atrium CMDB (BMC Software)
- Axios Systems assyst Bronze Accreditation (Axios Systems)
- Certified Technical Trainer (CTT+) (CompTIA)
- CompTIA Project+ (CompTIA)
- Microsoft Certified Solutions Associate: SQL Server (Microsoft)
- Personnel Security Clearance for access to information classified EU Confidential - CONFIDENTIEL UE (2013 – 2020)

Driving licence B

176

ADDITIONAL INFORMATION

Honours & Awards

TOP 10 Educator management award
Sofos Institute of Training Management (2007)

Hobbies

Travel, photography, hiking, diving
Meeting different people in new places, exchanging viewpoints and ideas and learning about their culture, breaks stereotypes, broadens our horizons and makes us more open-minded.

PERSONAL INFORMATION

Roberto Cella

Via Spilimbergo 70, Pasian di Prato, 33037, Italy

346.775.3586

r.cella@inasset.it

www.inasset.it

Sex M | Date of birth 14/01/1965 | Nationality Italian

WORK EXPERIENCE

2009 - Present — **Inasset Business Data Center – Udine, Italia**
CEO

Business sector Datacenter and Fiber Optics

1994 - Present — **C.Y.P.C.A. – Caracas, Venezuela**
CEO

Business sector Telecommunications & Fiber Optics

1992 - 1994 — **B.F.G.P. Ingenieros, C.A. – Caracas, Venezuela**
General Manager of the Telecommunications Division Outside Plant Construction

Business sector Telecommunications

1988 - 1992 — **B.F.G.P. Ingenieros, C.A. – Caracas, Venezuela**
Project Manager for Hewlett Packard and I.B.M. Divisions

Business sector Telecommunications

EDUCATION

1986 - 1988 — **Florida Atlantic University – Boca Raton, Florida, U.S.A.**
Bachelor of Science in Electrical Engineering

1983 - 1986 — **Broward Community College – Fort Lauderdale, Florida, U.S.A.**
Associate of Arts in Engineering

PERSONAL SKILLS

Mother tongue(s)	Spanish, Italian
Other Languages	Fluent in English, Proficient in Portuguese
Passport(s)	European Union, Venezuelan
Driving licence	B

178

ADDITIONAL INFORMATION

Work Experience

- Creation of standardized construction methods for cellular base stations with different technologies (AMPS, DAMPS, CDMA, TDMA, GSM)
- Engineering of Fiber Optics Networks (single mode, multimode, DWDM), CATV (HFC), Cellular Base Stations, Data Centers, NOCS, POPS, MTSO, cupper networks and outside plant
- Involvement in the submarine cable landing stations and telehousing
- Extensive knowledge of network construction in Central America, USA, Mexico, Venezuela, Argentina, Chile, Brazil, Colombia and Panama. Had work also in Rumania, Hungary, Kosovo, Spain, Uganda, Zambia, Mozambique and other African countries
- Excellent relationships with multilateral organization officials (ITU, CITEL, CAATEL)
- Project experience for different frequencies allocations (MMDS, LMDS, PCS, WLL, DECT, WIMAX, AND MICROWAVES)
- Direct and indirect involvement in major submarine cable deployment coming to South America
- Excellent skills in technical biddings negotiations
- Broad experience in tower erection and antenna's distribution array
- Maintenance engineering for Fiber Optics and cellular base stations
- Knowledge of ITU frequencies allocation for the region of the Americas, as well as, local regulations in order to complete due diligences for license acquisitions
- Work closely with different country's regulatory agencies to lobby for different positions at the ITU plenipotentiaries and met with telecommunication representatives from over fifty countries
- Pioneer for the creation and development of the Venezuelan Telecommunications Chamber
- Experience in setting up telecommunication relief after major natural disasters
- Creation and development of different tools and machineries to better improve all stages for Networks construction and deployment (hands on job experience)
- Holder of different patents for creating products for the security of the telecommunication networks

Special Recognitions

- Recipient of the WHO IS WHO U.S.A. award 2001
- Holder of an USA O1 Visa for a period of three years. (Extraordinary ability in the telecommunication field) (2002-2005)
- Recipient from the Venezuelan Ministry of Telecommunications for obtaining a Council Seat in the International Telecommunications Union (ITU) (1998)
- Recognition from the Venezuelan Petroleum Company (PDVSA)/ Ministry of Energy for the on time completion of the Fiber Optic Network for Secure Port under the new regulations of the World Trade Organization on oil cargos.
- Finalist for the «Datacenter Facility Product of the Year Award 2013»
- Datacenter Dynamics Instructor (2013-2015)
- Gold Medal and Diploma from the Chamber of Commerce, Udine in the Telecommunications field (2014)

Accomplishments and Courses

- Telecommunications as a Competitive Strategy Argentine Telecommunications Chamber, Buenos Aires, Argentina
- Management of Telecommunications, I.E.S.A. Upper Studies Institute
- Caracas, Venezuela
- Cellular Telephone Communication, Synopsis and Planning, Funindes-U.S.B.
- Caracas, Venezuela
- Eighth International Telecommunications Congress
- Sao Paulo, Brazil
- Venezuelan Delegate to the Seventh World Congress for the Economic Development: Telecommunications Section. Washington, D.C., USA
- Venezuelan Delegate to the Plenipotentiary Conference of the International Telecommunications Union (ITU). Minneapolis, USA
- Venezuelan Delegate to the First Meeting of Regulatory Entities for Latin America (REGULATEL), Antigua, Guatemala
- Wireless Information Sessions, Region 2, Minneapolis, USA
- Venezuelan Delegate to the Seventh Extraordinary Meeting of the Andean Committee of Telecommunications Authorities, Cartagena de Indias, Colombia
- Special Scientific Services for the Comision Nacional de Telecomunicaciones (CONATEL) of Venezuela and NASA of the United States of America in Caracas, Venezuela
- United States Chamber of Commerce for Global Telecommunications and Information Task Force to promote competition in the Argentina's Telecommunications Market
- Third Annual Congress of Universal Wireless Communication Consortium (UWCC) Florida, USA, 1999
- Ninth International Congress of Telecommunications Sao Paulo, Brazil
- Third Italian Telecommunications Congress, Rome Italy
- LMDS Congress and Broadband Access, Virginia, USA
- Cellular and PCS Congress, New Orleans, USA
- Telecommunication Congress at the Institute of the Americas, Miami, Florida, USA
- Telecommunication Congress of Central America, El Salvador
- Tower Erectors Congress, Orlando, Florida, USA
- Underground University, Chicago, Illinois, USA
- Pipe jacking Instructor School, University of Michigan, Illinois, USA
- Ugger Boring Instructor School, University of Michigan, Illinois, USA
- OSHA certification for excavation, trenching and soil, University of Kentucky, USA
- Communication for Smart Grid, Ohio, USA

- Horizontal Drilling Best Practice, NASTT, University of Louisiana, USA
- Pipe School, CURIE, University of Houston at Arlington, Virginia, USA
- Micro tunneling, CURIE, University of Houston at Arlington, Virginia, USA
- Pipe Locator, Staking University, Illinois, USA
- Seminar Best Practice in Securing OSP Critical Infrastructure, OSP BISCI 2015
- Seminar How to Minimize Service Disruption and Maximize Safety Measurement, OSP BICSI 2015
- Street Smart Incident Command, CGA, 2016
- Utility Damage Investigation and Claim Resolution, CGA, 2016

Professional Certifications

- CFOT, Fiber Optic Association, USA
- CFS/DESIGN, Fiber Optic Association, USA
- CFS/OUTSIDE PLANT, Fiber Optic Association, USA
- Mission Critical Facilities Engineering, DCD
- Accredited Tier Specialist, Uptime Institute, London
- Certified Data Centre Design Professional, CNET, London
- Accredited Tier Designer, Uptime Institute, Brazil
- Energy Efficiency Best Practice, EEBP, Datacenter Dynamics
- Data Center Awareness, Datacenter Dynamics
- Datacenter Practitioner, DCD London
- Certified Datacenter Design Professional, BTEC Professional Award

181

europass Curriculum Vitae

PERSONAL INFORMATION

Matjaž Premerl

Tbilisijska 60, SI-1000 Ljubljana (Slovenia)

+386 31 317 529

matjaz.premerl@gmail.com

Date of birth 11 June 1975

WORK EXPERIENCE

January 2016–Present

System Integration Specialist

Unistar LC d.o.o., Ljubljana, (Slovenia)

Design, implement and support of IT solutions
Deploy and maintaining Windows and Novell server operating systems
Deploy and maintaining Windows desktops
Administration and managing of desktop and server operating systems
Technical support for end users
IDM implementation/support
Oracle Identity Governance

Top expert in following products:

Windows XP
Windows 7/Vista
Windows 2000/2003/2008/2012
Windows Active Directory
Windows Group Policy
Microsoft SQL
Microsoft System Center
Microsoft Identity Manager
Novell ZENworks line of products
Oracle Identity Manager
Oracle Access Manager
Oracle Unified Directory
Oracle HTTP Server

Major projects

Abanka, Identity Manager, role: Designer, implementer

Cyprus Technical University, Identity Manager, role: Designer, implementer

Nova Ljubljanska banka SIEM, role: implementer

Občina Brežice, deploy and migrate to Windows environment, role: Designer, implementer

Carinska uprava, deploy and migrate to Windows environment, role: Designer, implementer

Klinika Golnik, migration of email system, role: Designer, implementer

January 1998– December 2015

System Integration Specialist

Astec d.o.o. , Ljubljana, (Slovenia)

Maintaining Windows and Novell services (Netware, Windows NT, Windows Server, Windows 95/98/XP/Vista/7)

January 1997–December 1997

System Engineer

PM&A Systems d.o.o., Ljubljana, (Slovenia)

Maintaining Windows clients (Windows 95/98/XP)

EDUCATION AND TRAINING

2000–2005

Organization and Management of Information Systems

University of Maribor, Faculty of Organizational Sciences

PERSONAL SKILLS

Mother tongue(s) Slovenian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	B2	B2	C1
Serbian	C1	C1	C1	B2	C2
Croatian	C1	C1	C1	B2	C2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

- Experiences gained by business contacts, team work and project management

Organisational / managerial skills

- Project management
- Organization and team leading

Job-related skills

Certificates

- MCSE Windows 2000, 2003
- MCTS SQL Server 2008
- MCTS Windows Server Virtualization
- MCITP Enterprise Administrator on Windows Server 2008
- MCSA Windows 2012
- Oracle General Product Support Specialist
- Oracle Identity Governance Suite 11g Certified Implementation Specialist
- Cyber Ark Professional Partner

europass Curriculum Vitae

PERSONAL INFORMATION

Sébastien Piechurski

France

sébastien.piechurski@atos.net

WORK EXPERIENCE

August 2011 – Present

Level 3 International Extreme Computing Support Engineer

Bull SAS, Les Clayes sous Bois, Ile de France

- Installation of large clusters at customer sites
- Analysis and resolution of customer incidents (system, storage, Lustre, performance issues, etc.)
- Interface with providers' support entities (Netapp, DDN, Intel HPDD)
- Development of customized solutions for specific customer needs
- Internal and external training
- System performance tuning
- Report customer needs and suggests new features to R&D

August 2008 – July 2011

HPC cluster administrator and support

Silicon Graphics International (SGI), Montpellier, Herault

- System administrator for the "Jade" cluster (ranked number 14 on the 2008 November TOP500)
- Specific developments for cluster administration (monitoring, job management, information gathering, etc.)
- Troubleshooting
- Upgrade management
- Lustre servers and storage space management (500 Terabytes)
- Issues management. Technical contact with SGI providers
- Technical advisor to CINES system administrators (evolutions, architectures, etc.)

January 2003 – July 2008

IT Specialist

Compagnie Générale de Géophysique Veritas (CGGVeritas), Massy, Ile de France

- Hardware (compute nodes, workstations, storage and interconnects) and software (administration tools and monitoring) technology scouting
- Compute solutions tests and benchmarks. Technical contact with vendors
- Knowledge transfer and expertise support in a Linux and MacOS X cluster environment
- Conception of tools and procedures to ease technology deployment and to optimize its exploitation

January 2002 – December 2002

Developer consultant and Linux expert

Compagnie Générale de Géophysique (CGG), Massy, Ile de france

- Part time job (one day a week). Provide support for Linux based systems to first level mobile support engineers as well as assistance to the company IT architect.

EDUCATION AND TRAINING

1997 – 2003

Master in Information Technology school, specialization in systems, networks and security

EPITA, Kremlin Bicêtre, France

PERSONAL SKILLS

Mother tongue(s) French

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C2	C2	C2	C1

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

Job-related skills

- Linux kernel crashdump analysis
- Linux (various distributions among which Redhat, SuSE and debian), MacOS X clusters administration
- Advanced Shell, Perl and Python scripting
- Storage: SAN and parallel filesystems administration (from hardware to software)
- Certified Lustre administrator. Netapp E-Series specialist
- Network: knowledge of main transport and routing protocols from hardware layer (switches and router configuration) to application layer (DNS servers, mail servers, etc.) Good knowledge of Infiniband networks (IB)
- Linux kernel tuning
- Programming languages: Pascal, Delphi, C, C++, Objective-C, basics of Fortran
- Versioning control: Subversion, CVS, git
- DBMS: Administration and development under MySQL, Postgresql, Oracle and Access

Driving licence B

185

europass Curriculum Vitae

PERSONAL INFORMATION

Tomasz Pojda

Poland

tomasz.pojda@atos.net

WORK EXPERIENCE

July 2015 – Present

Infrastructure Services Director

Atos,
Bydgoszcz, Poland

February 2011 – June 2015

Customer Service Manager / Presales Team Manager

Bull Polska, Warsaw, Poland

Customer Service Organization and Presales Team

February 2004 – January 2011

Customer Service Manager

Bull Polska, Warsaw, Poland

Unix/storage engineers team management
Calldesk operators team management
Active sales of maintenance and proffesional services
ISO standards according to company policy implementation
Cooperation with other Bull Group companies across the world based on international contracts and other subcontractors

February 2002 – January 2004

Customer Service Executive Manager

Bull Polska, Warsaw, Poland

Unix/storage engineers team management
Active sales of maintenance and proffesional services
Cooperation with other Bull Group companies across the world based on international contracts and other Subcontractors
Reporting and administration

July 1999 – February 2002

Presales Technical Support

Bull Polska, Warsaw, Poland

Presales support for sales department
Cooperation witn engineering team
Reporting and administration

December 1996 – June 1999

Database Admin / Customer Service

Medical Data Management - Cegedim Denrite, Poland

Administering the major SQL database, support for system users (internal and external)

May 1995 – September 1997

Deputy of Logistics Manager

Liberty Poland Sp. z o.o., Poland

Purchase and sale of GSM phones and accessories
Cooperation with partners and GSM service provider

186

EDUCATION AND TRAINING

September 1994 – June 1996

Economics

Gornoslaska Wyzsza Szkola Handlowa, Poland

PERSONAL SKILLS

Mother tongue(s) Polish

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

Job-related skills

Certificates

- Le Cloud by Bull - Sales Accreditation
  Bull August 2012
- EMC Velocity Sales Accreditation: Scale-Out NAS 2013
  EMC License FJB9WP9SGFV1177H April 2013
- EMC Velocity Sales Accreditation: Consolidate and Backup
  EMC License 626NMVNYGJREQHBQ October 2013
- Citrix Certified Sales Professional 2013
  Citrix November 2013
- VSP 5.5
  VMware February 2014
- VSP IV
  VMware March 2014
- Sales - Technologies 2014
  EMC License K962NJ5SF2QE27ZM November 2014
- EMC Basic Marketing Accreditation 2014
  EMC License J9RCNZ95FN14YBMK November 2014
- EMC Intermediate Marketing Accreditation 2014
  EMC License 0W61JJ7YNEB11TJG November 2014
- EMC Advanced Marketing Accreditation 2014
  EMC License L2T2895SFF41QZH4 November 2014
- CommVault Accredited Sales Professional
  CommVault March 2015 to September 2016
- VTSP 2015
  VMware License VML-16580775 May 2015
- Sales: Technologies Maintenance 2015
  EMC License 9FJZ45CR221QSEKD
- NetApp Accredited Sales Professional
  NetApp
- VSP - SV (Server Virtualization 5.5)
  VMware
- Oracle x86 Systems PreSales Specialist
  Oracle
- Sun x86 Systems Sales Specialist
  Oracle

Competencies

- Open Office
- Driving license
- Project Management
- x86 architecture

187

- Internet
- Lotus Notes
- Outlook
- Windows Server
- Windows
- Android
- Microsoft Office
- Cloud Computing
- Storage
- Data Center
- Power Systems
- Maintenance Management
- Pre-sales
- Service Delivery
- Process Improvement
- Leadership
- IT Service Management
- Servers
- ITIL
- IT Management
- Outsourcing
- Solution Selling
- Storage Area Networks
- Managed Services
- Management
- Team Management
- Virtualization

Driving licence B

Hobbies Yachting

180

europass Curriculum Vitae

PERSONAL INFORMATION

Cristian Patrichi

Romania

cristian.patrichi@atos.net

WORK EXPERIENCE

December 2015 – Present

Senior Storage Engineer

Atos, Bucharest, Romania

- Administration of EMC Based SAN environment (EMC Clariion; EMC VMAX, EMC VPLEX, EMC Centera, Cisco&Brocade SAN Switches etc.) for various Atos clients
- Storage operational tasks – provide/decommission storage to hosts, SAN zoning
- Storage monitoring and intervention
- Storage capacity planning and reporting
- Storage environment analysis
- Storage and SAN sw/hw upgrade (flare upgrade, parts replacement, configure new storage systems etc.)
- Storage migration and storage refresh for servers/critical applications,
- Develop and maintain scripts for gathering SAN logs and configurations ,for automate various storage tasks ,
- Define and implement company storage standards, check and assure that the standards are implemented
- Raise incident and performance analysis tickets with vendors

March 2015 – December 2015

Managing Consultant

Capgemini SA, Șoseaua P curari, Iași, Romania

- Senior Storage consultant for Vodafone(march 2015 - december 2015)
- Administration of SAN infrastructure:
  EMC Symmetrix : DMX3,DMX4,VMAX1,VMAX2,VMAX3
  EMC Clariion,VNX
  EMC VPLEX
  HITACHI HDS
  CISCO SAN switches
  BROCADE SAN switches

- Responsibilities :
  Storage operational tasks – provide/decommission storage to hosts, SAN zoning
  Storage monitoring and intervention
  Storage capacity planning and reporting
  Storage environment analysis
  Storage and SAN sw/hw upgrade (flare upgrade, parts replacement, configure new storage systems etc.)
  Storage migration and storage refresh for servers/critical applications,
  Host-level tasks need to access storage,
  Develop and maintain scripts for gathering SAN logs and configurations ,for automate various storage tasks ,
  Define and implement company storage standards ,check and assure that the standards are implemented
  Raise incident and performance analysis tickets with vendors

October 2014 – March 2015

Expert Storage and Backup Administrator

Stefanini SA, 6A Dimitrie Pompeiu, Romania

- Storage domain Lead for Firmenich Storage Infrastructure (october 2014- march 2015):
- SAN & NAS administration :
  EMC VMAX
  EMC Clariion
  EMC VNX Unified
  NETAPP filers (7-mode & cluster mode filers)
  BROCADE SAN switches
- Centralized Backup solution administration :
  Symantec Netbackup 7.5.0.6 with Vault
  Oracle Tape Libraries
  EMC VTL Appliances
- UNIX servers administration
- Responsibilities :
  Storage operational tasks – provide/decommission storage to hosts, SAN zoning
  Storage monitoring and intervention
  Storage capacity planning and reporting
  Storage environment analysis
  Storage and SAN sw/hw upgrade (flare upgrade, parts replacement, configure new storage systems etc.)
  Storage migration and storage refresh for servers/critical applications,
  Develop and maintain scripts for gathering SAN logs and configurations ,for automate various storage tasks
  Define and implement company storage standards, check and assure that the standards are implemented
  Raise incident and performance analysis tickets with vendors
  Define implement and maintain backup policies for company applications/servers
  Responsible for storage team on project Firmenich.
- Projects : Storage migration from Netapp 7-mode appliances to Netapp Cluster mode appliances

October 2013 – October 2014

Senior Storage Engineer

Atos, Bucharest, Romania

- Administration of EMC Based SAN environment (EMC Clariion; EMC VMAX, EMC VPLEX, EMC Centera, EMC Isilon, Cisco&Brocade SAN Switches etc.) for various Atos clients
- Storage operational tasks – provide/decommission storage to hosts, SAN zoning
- Storage monitoring and intervention
- Storage capacity planning and reporting
- Storage environment analysis
- Storage and SAN sw/hw upgrade (flare upgrade, parts replacement, configure new storage systems etc.)
- Storage migration and storage refresh for servers/critical applications
- Develop and maintain scripts for gathering SAN logs and configurations for automate various storage tasks
- Define and implement company storage standards, check and assure that the standards are implemented
- Raise incident and performance analysis tickets with vendors

April 2007 – September 2013

Senior UNIX&SAN Administator

Cosmote RMT SA, Bucharest, Romania

- Install and Administration UNIX&LINUX environment (AIX,HP-UX,SOLARIS,SLES,RHEL – about 50 servers)
- Maintain high availability for all UNIX and Linux operating systems
- Contributing to the installation, maintenance and modification of the applications and databases on UNIX environment
- Configuring the designated systems to meet the business requirements and assuring prompt and correct implementation
- Administration of SAN environment (EMC Clariion&Symmetrix storages, Cisco MDS SAN

Switches)
- Administration of centralized backup/archive solution – Veritas Netbackup
- Administration of Oracle Weblogic and Oracle databases (Oracle databases, Oracle Timesten)
- Providing second level of support for the users

May 2000 – April 2007

System Analyst

BRD SA, Bucharest, Romania

- Providing applications(core banking and satellite applications) and operating systems(UNIX mainly) technical support
- In charge with backing/restore of applications using local scripts and IBM-TSM solution
- Contributing to the development, installation, maintenance and modification of the applications in the area of expertise
- Analyzing the business requirements specification in order to find out proper solution for implementation / customization / upgrade / integration in the designated systems
- Configuring the designated systems to meet the business requirements and assuring prompt and correct implementation
- Testing new software solutions to ensure that the solutions satisfies the business requirements and to ensure the complete compatibility of the solutions with the other software packages in place
- Providing second level of support for the users
- Resolving in timed manner the complaints reported from the users and providing feed back
- Ensuring compliance of the implementation with the roadmap of the systems
- Creating/updating documentation for the implementation of the features in the system as required by the office/department policy
- Assessing requirements and evaluating vendor's proposal in case of a bid from support and application perspective
- Analyzing and developing business requests in the area of expertise (reports, etc)

EDUCATION AND TRAINING

1993 – 1997

Analyst Programmer, Computer Science

"Alexandru Ioan Cuza" University, Iasi

PERSONAL SKILLS

Mother tongue(s) Romanian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C2	C2	C1

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

Job-related skills

Certificates

- EMC Information Storage Associate - EMCISA
- EMC Storage Administrator for Symmetrix Solutions Specialist
- ITIL V3 Foundation

Competencies

- Operating Systems : UNIX, Linux , Windows

191

- Storage Administration : EMC Storages, Netapp Storages, HDS Storages
- Backup/archive solutions : Veritas Netbackup, IBM TSM, EMC Networker
- Monitoring tools : BMC Patrol, Quest Foglight, Nagios
- Databases : Oracle databases, Oracle TimesTen, Informix
- Oracle Weblogic
- Virtualization technologies : Vmware, Microsoft Hyper-V, IBM PowerVM
- Programming (HTML, Pascal, C/C++,java, Unix shell scripting)
- Fluency in English and French (written and spoken)

Abillities

- High degree of technical aptitudes
- Ability to manage multiple projects simultaneously
- Able to prioritize tasks
- Good analytical, communication and negotiation skills
- Team player
- Integrity and Trust
- Availability for working extra time, including at night in emergency situations

Driving licence B

Hobbies Photography, movies, traveling

192

europass Curriculum Vitae

PERSONAL INFORMATION

Maciej Gabryszak

Poland

maciej.gabryszak@atos.net

WORK EXPERIENCE

February 2015 – present

Senior System Engineer

ATOS, Bydgoszcz, Kuyavian-Pomeranian District, Poland

Administration and maintaining NetApp Storage Solutions.

September 2012 – January 2015

2nd Line Support Engineer

ATOS, Bydgoszcz, Kuyavian-Pomeranian District, Poland

Administration and maintaining NetApp Storage Solutions.

November 2010 – Avgust 2012

Administrator

OPEGIEKA Elbl g, Poland

- Administration and maintaining of servers (Linux/Solaris/VMware)
- Administration and maintaining NetApp Storage Solutions
- Administration and maintaining SAN
- Administration and maintaining:
  MySQL, PostgreSQL, Oracle
  Apache, HAproxy
  Exim, Dovecot
  Bind
  CPanel, ISPconfig
  OpenVZ, KVM, ZONES, JAIL, Virtualbox
  Cacti, Nagios, Zabbix
  PHP, Python, Bash, SQL
  ZFS

Februar 2008 – October 2010

Database Administrator

Fotka.pl, Elblag, Poland

- Administration and maintaining Databases Solutions
- Administration and maintaining of servers (Linux/Solaris)
- Virtualization: Linux/OpenVZ, Solaris/ZONES

EDUCATION AND TRAINING

2009 - 2011

Master's degree, Computer Science

University of Warmia and Mazury in Olsztyn

2004 - 2008

Bachelor of Science (BSc), Database design and application software

The State University of Applied Sciences in Elblag

PERSONAL SKILLS

Mother tongue(s) Polish

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

Job-related skills

- Linux, FreeBSD, Solaris, VMware
- NetApp (NCDA, NCIE)
- Red Hat (RHCSA, RHCE)
- Fujitsu ETERNUS DX
- Fujitsu Blade BX400/BX600/BX900, Fujitsu Rack servers, SUN Rack servers
- Supermicro servers
- SAN
- MySQL, PostgreSQL
- Apache, HAproxy
- Exim, Dovecot
- Bind
- CPanel, ISPconfig, OwnCloud, FengOffice
- LXC, OpenVZ, Bhyve, KVM, ZONES, JAIL, Virtualbox
- Cacti, Nagios, Zabbix
- PHP, Python, Bash, SQL
- ZFS
- Sphinx, Memcache
- OpenVswitch
- LAN (HUAWEI, SUPERMICRO)

Certificates

- NetApp Certified Data Management Administrator (2013)
- NetApp Certified Backup and Recovery Implementation Engineer (2013)
- Red Hat Certified Engineer RHCE (2014)
- NetApp Data Administrator Clustered Data On Tap (2015)

194

europass Curriculum Vitae

PERSONAL INFORMATION

Primož Bergant

Kokra 42, 4205 Preddvor, Slovenia

primoz.bergant@unistarpro.si

Date of birth 10th July 1974 Ljubljana

WORK EXPERIENCE

October 2009 – present — **Storage Area Network Engineer**
UNISTAR LC d.o.o., Ljubljana, Slovenia

July 2004 – September 2009 — **Product Manager**
Iskratel d.o.o., Kranj, Slovenia

March 2001 – June 2004 — **Development Engineer**
Iskratel d.o.o., Kranj, Slovenia

Februar 1999 – February 2001 — **System Engineer**
Iskratel d.o.o., Kranj, Slovenia

EDUCATION AND TRAINING

1995 - 2001 — **Bachelor of Science in Electrical Engineering**
University of Ljubljana, Faculty of Electrical Engineering and Informatics

PERSONAL SKILLS

Mother tongue(s) Slovenian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
German	C1	C1	C2	B2	B2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

Skills
- communication, negotiation
- sales, marketing

Organisational / managerial skills
- Product management
- Project management
- Organization and team leading

Job-related skills IT system management
- the detailed knowledge and administration environments with Linux, AIX, and Windows OS and subsidiary products (MS Exchange, MS SQL, DB2, Oracle, SharePoint, SAP ...)
- the design and implementation of systems for data protection (IBM, HP, Microsoft) on the active work with terminal servers and VDI environments (Microsoft, Citrix) of SNMP alarms
- the design and implementation of systems for monitoring information systems (IBM Tivoli,

Microsoft, HP OpenView) on the design and work in virtual environments (VMware) on knowledge of hardware IBM, HP, EMC, Fujitsu

Architectural design of applications and computer systems

- definition of layers and communications between the advanced application products
- detailed definition of the individual product groups with sequences description of specific application functions

Knowledge of multimedia and "Voice" systems (IPTV encoding, encryption, ...)

- Knowledge of the architecture and design of end-to-end solution for IPTV
- Managing equipment from different suppliers
- Knowledge of the systems to convert and stream live and "on demand" video
- knowledge of OCS systems for communication via PC
- cooperation in the product team for "web communicator"
- management system "Voice" service via PC

Security

- preparation of policies for the protection of video streaming systems
- management of Cisco and CheckPoint equipment

Networking

- the design of Ethernet, fiber optic and ADSL networks
- work with the VLAN, QoS and multicast
- managing different network equipment (Cisco, Allied Telesyn, Iskratel, Avaya, 3Com)

Software

- programming VB.NET, PHP
- computer databases, MS SQL, MySQL
- work with web technologies (PHP, AJAX)

Certificates

- IBM Certified Specialist, High-End Disk for Open Systems V2 (2012)
- NetApp Certified Data Management Administrator (2013)
- NetApp Certified SAN Implementation Engineer (2013)

106

europass Curriculum Vitae

PERSONAL INFORMATION

Sorin Cristescu

Romania

sorin.cristescu@atos.net

WORK EXPERIENCE

August 2012 – Present
Backup Administrator at Atos IT Solutions and Services A/S
Atos, București, Romania

January 2011 – August 2012
IT Specialist
TRW Family of Companies, Timisoara, Romania

May 2007 – September 2010
IT System Administrator
Frigoglass, Timisoara, Romania

December 2005 – Februar 2007
IT System Engineer
ETA2U, Timisoara, Romania

EDUCATION AND TRAINING

2000 – 2005
Engineer's Degree, Mechatronics, Robotics, and Automation Engineering, 2000 - 2005
Politehnica University of Timisoara

2005 – 2006
Master's Degree, Advanced Means and Methods for Quality Assurance in Mechatronics
Politehnica University of Timisoara

2012 – 2015
Bachelor's Degree, Faculty of Computers and Applied Computer Science
Politehnica University of Timisoara

PERSONAL SKILLS

Mother tongue(s) Romanian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C2
German	B2	B2	B2	B1	B1
French	A1	B1	B1	B2	A2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

Job-related skills

Certificates

- EMC - Implementation Engineer, Data Domain Specialist
  EMC License 16FJ8YSRCNFESFXN December 2015
- Backup Recovery Associate (EMCBA)
  EMC License V6SEHJHRKB1E1GYW November 2015
- ITIL® Foundation Certificate in IT Service Management
  EXIN License 5478843 September 2015

Competencies

- Business Analysis
- Marketing
- Windows
- Linux
- Integration
- Requirements Analysis
- Troubleshooting
- System Administration
- Virtualization
- Backup Administration, Design

Driving licence B

europass Curriculum Vitae

PERSONAL INFORMATION

Aleš Stare

Perčeva 33, SI-1110 Ljubljana, Slovenia

+386 41 694 314

ales.stare@unistarpro.si

Sex Male | Date of birth 01 June 1964

WORK EXPERIENCE

July 2007 – Present

ITSM, IT and Business Process Consultant, Project Manager

Unistar LC d.o.o., Ljubljana

Consulting in ITSM and Business processes optimization, project management, presales, implementation, customization and maintenance of ITSM software systems. Working as IT Architect in fields of IT services and applications virtualization and Cloud Infrastructure.

Projects

- **Unicredit bank Slovenia d.d. – 2007**
  IT and business support processes analyses for e-banking, credit cards, IT and payments departments; consulting in process optimization; resulting in tender template for support tool purchase.

- **University Medical Centre Ljubljana – 2007-2016**
  IT processes analysis and consultancy in implementing ITIL processes; ITSM software tool implementation (Axios systems – assyst) for the following processes: incident management, problem management, change management, request management, configuration management and service level management.

- **Adria Airways d.d.**, The Airline of Slovenia – 2008
  IT processes analysis and optimization; ITSM software tool configuration (Axios systems – assyst) for the following processes: incident management, change management, configuration management and service level management.

- **Unistar LC d.o.o.**, Ljubljana – 2008-2016
  ITIL processes introduction; ITSM software tool implementation and customization (Axios systems – assyst) for the following processes: incident management, problem management, change management, request management, configuration management and service level management. System enhancement, administration and customization. System has been used internally for supporter utilization management and externally for IT support for company's customers.

- **Energoplan holding d.o.o. – 2009**
  IT processes analysis and optimization; ITSM software tool configuration (Axios systems – assyst) for the following processes: incident management, change management, configuration management and service level management.

- **Ministry of finance**, Republic of Slovenia – 2009-2011
  IT processes analysis and consultancy in implementing ITIL processes; ITSM software tool implementation and customization (Axios systems - assyst) for the following processes: incident management, problem management, change management, request management, configuration management and service level management.

- **Public holding Ljubljana – 2009**
  IT processes analyses; consultancy in holding's IT support departments consolidation and ITSM tools unification.

- **Gen Energija d.d. – 2014-2016**
  Change management process workshop, analyses and optimization, Cireson Total Management Suite support tools for Microsoft Service Manager implementation.

- **LTH Castings d.o.o. – 2015**
  Implementation of Omnitracker core system and ITSM application.

Business Processes Optimization

- **Ministry of Justice - Secretariat**
  Part of the team involved in Business process analysis and optimization for following departments and

199

processes: eJustice Department of Cohesion Policy Execution (ePravosodje – Služba za izvajanje kohezijske politike), Main Office (Glavna pisarna), Department of Finance and Budget (Služba za finance in proračun), IT Department (Služba za informatiko), Department of Public Tenders and General Affairs (Služba za javna naročila in splošne zadeve), Department of Human Resources and Legal Affairs (Služba za kadrovske in pravne zadeve).

ISO Certification

- **Unistar LC d.o.o.**
  Part of the team involved in internal and audited certification of Company by ISO standards 9001 and 27001. Being responsible for ISO 27000 documentation and processes as well as acting as Security Representative for the Company.

IT Virtualization and Cloud projects

- **Telekom Slovenije**
  Part of the team involved in design and setup of vmware Cloud Infrastructure for Cloud services, specialized in vCenter Orchestrator workflows design.

- **Ministry of Defense**
  Design, setup and maintenance of Citrix XenApp farm system and support services for more than 1000 concurrent users.

July 2000 – June 2007

IT Instructor and Senior Systems Engineer

Unistar LC d.o.o., Ljubljana

Conducting IT courses, consulting, presales, implementation and maintenance of IT systems, supervision and management of IT education and certification center.

February 1997 – June 2000

Technical and Marketing Manager

LanCenter d.o.o., Ljubljana

Company startup, organization of technical, financial, sales and marketing matters, education and certification partner statuses acquisition, actively involved in technical and educational activities.

September 1994 – January 1997

Senior Systems Engineer

Unistar d.o.o., Ljubljana

Network operating systems solutions design, installation and maintenance.

June 1992 – September 1994

Systems Engineer

Unicom d.o.o., Ljubljana

Network operating systems solutions design, installation, maintenance and education.

EDUCATION AND TRAINING

1984 - 1992

Msc. Electronic Engineer (VII/2)

University of Ljubljana, Faculty of Electrical Engineering and Informatics

PERSONAL SKILLS

Mother tongue(s): Slovenian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C2	C1	C1	C2
Serbian (Cyrillic)	C2	A2	C2	C2	A1
Croatian and Bosnian	C2	C2	C2	C2	C2
German	B1	B1	A2	A2	A2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user

200

Communication skills

- Attended many communication skills development and sales courses
- Train the trainer course and instructor courses
- Experiences gained by business contacts and meetings, conducting trainings, team work and project management
- Communications skills gained also through personal vacation traveling to foreign countries.

Organisational / managerial skills

- Project management
- Organization and team leading

Job-related skills

Certificates

- ITIL v3 Foundation
  (EXIN)
- Axios Systems assyst Bronze Accreditation
  (Axios Systems)
- OMNITRACKER Administrator
  (OMNINET)
- OMNITRACKER Certified Professional
  (OMNINET)
- Certified Technical Trainer (CTT+)
  (CompTIA)
- CompTIA Project+
  (CompTIA)
- Microsoft Certified Systems Engineer
  Since 1998
- Microsoft Certified Solutions Associate: SQL Server
  (Microsoft)
- Citrix Certified Enterprise Engineer for Virtualization
- VMware Certified Professional – Cloud
- VMware Certified Professional - Data Center Virtualization
- Pearson VUE Certified Administrator
- Personnel Security Clearance for access to information classified EU Confidential - CONFIDENTIEL UE (2013 – 2020)

Driving licence B

ADDITIONAL INFORMATION

Honours & Awards TOP 10 Educator management award

Hobbies Macro Photography, gardening, hiking, Geography and Learning about different countries and cultures.

207

D13

inasset.
business datacenter

InAsset Srl - Via Spilimbergo, 70
33037 Pasian di Prato (UD) - Italia
C.F. e P. IVA 02349490306
Rea Udine 254119

Capitale Sociale euro 4.600.000,00 i.v.
Iscrizione al R.O.C. n. 20486
Società soggetta all'attività di direzione
e coordinamento di Raminvest.eu Srl

T. (+39) 0432 169 80 50
F. (+39) 0432 184 15 14
contact@inasset.it
www.inasset.it

Udine, 30/06/2016

Agency for the Cooperation of Energy Regulators
Invitation to tender no. ACER/OP/MMD/04/2016

Subject: Letter of Intent

I, Roberto Cella, do state the unambiguous undertaking to collaborate with the tenderer if this wins the FWC. I will extent all the necessary resources and render them at the disposal of the tenderer for the FWC project.

Sincerely,

Inasset SRL
Roberto Cella
CEO

INASSET S.r.l.
Via Spilimbergo, 70
33037 Pasian di Prato (UD)
P.I. 02349490306 - REA UD 254119

30/06/2016

202

D14

SUBJECT: Letter of Intent

For the purposes of tender ACER/OP/MMD/04/2016 (published 31.5.2016) we addIT, Dienstleistungen GmbH & Co KG, Lakeside 9 9020, Klagenfurt am Worthersee, Austria, hereby confirms to accept »Rules on working with sub-contractors«, defined by INFORMATIKA d.d.
We are unambiguously undertaking to collaborate with the tenderer if the latter wins the FWC and we will give the extent of the resources that will be put at the tenderer's disposal for the performance of the FWC.

Mag. Dieter Jandl

Date, Ljubljana 4.7.2016

Signature

addIT
Dienstleistungen GmbH & Co KG
Lakeside B09, 9020 Klagenfurt
Tel. 050515/45502 office@addIT.at

D15

UNISTAR PRO

UNISTAR LC d.o.o., Ljubljana
Litostrojska cesta 56
1000 Ljubljana

telefon (centrala): (01) 47 55 502
telefaks: (01) 47 55 600
e-pošta: info@unistaric.si
www.unistaric.si

TRR:
02922-0010472697
04302-0000241223
05100-8011827493
19100-0010095523
33000-0004645418
ID za DDV: SI18917763
Družba je davčni zavezanec.

SUBJECT: Letter of Intent

For the purposes of tender ACER/OP/MMD/04/2016 (published 31.5.2016) UNISTAR LC d.o.o., Litostrojska cesta 56, 1000 Ljubljana, hereby confirms to accept »Rules on working with sub-contractors«, defined by INFORMATIKA d.d.
We are unambiguously undertaking to collaborate with the tenderer if the latter wins the FWC and we will give the extent of the resources that will be put at the tenderer's disposal for the performance of the FWC.

UNISTAR LC d.o.o.

Miran Boštic
General Manager

UNISTAR
Unistar LC d.o.o., Ljubljana
Litostrojska cesta 56
SI-1000 Ljubljana
7

Ljubljana, 30.6.2016

ANNEX I.H

NON DISCLOSURE DECLARATION[1]

for the Call for Tenders ACER/OP/MMD/04/2016

IT hosting services for the Agency for the Cooperation of Energy Regulators

The undersigned [*dr. Ciril Kafol*], hereinafter referred to as the "**Recipient**",

[declares that is representing (*if the economic operator is a legal person)*]

[*INFORMATIKA, informacijske storitve in inženiring, d.d.*]:

[*stock company*]:

[*Vetrinjska ulica 2, 2000 Maribor, SLOVENIA*]

[SI5670666130]

Given that the Recipient has the intention to answer to the referred Call for Tenders, **the Agency for the Cooperation of Energy Regulators ('the Agency')**, for that purpose, will make certain **information in confidence** (as defined below) available to the Recipient. As a condition to, and in consideration of, the Agency's furnishing of information in confidence to the Recipient, the Recipient agrees to the undertakings contained in this **Declaration**.

The Recipient agrees that all information disclosed by the Agency to the Recipient by e-mail containing the so-called '**Agency's security policies**[2]' shall be considered as information in confidence ("information in confidence"). This information in confidence relates to (without limitation) technical data, developments or products, know-how, software, hardware, processes, architectures, concepts, ideas, designs, personnel, financial information, computer programs, studies, work in progress, and other data, whether written, graphic, or in electronic form.
The Recipient agrees moreover:

- to use information in confidence solely for the purpose of the preparation of this Tender and, as the case may be, of the implementation of the Contract;

- to use all possible means to maintain this information in strict confidence and at least those measures that it employs for the protection of its own confidential information, but in any event not less than a reasonable degree of care;

- to disclose this information only to the Recipient's employees or particular employees of

[1] In the case of consortium, this declaration must be filled in by each consortium member. Besides, this obligation shall also apply to any new member of the consortium.
[2] Decision AB n° 13/2015 of the Administrative Board of the Agency for the Cooperation of Energy Regulators of 17 September 2015 establishing security measures and procedures in the form of a Security Policy and an operational Security Manual and Decision of the Agency for the Cooperation of Energy Regulators No 01/2015 of 10 February 2015 on REMIT Information Security Policy.

subcontractors who are required to have the information for the purpose of this Tender and, as the case may be, for the implementation of the Contract, and have previously signed an agreement in content similar to the provisions thereof;

- to oblige all employees receiving access to information in confidence not to disclose it to anyone and not to make any copies;

- to immediately notify in writing the Agency in the event of any unauthorised use or disclosure of this information.

The Recipient shall not use for its own purposes, reverse, engineer, disassemble, decompile or copy any software or other objects which embody the information in confidence, nor transmit, directly or indirectly, any information in confidence.

All information in confidence remain the property of the **Agency** and no license or other rights in the information in confidence are granted hereby, except as expressly provided above. This Declaration does not constitute a joint venture or other such business agreement.

The Recipient hereby acknowledges that unauthorised disclosure or use of information in confidence could cause irreparable harm and significant injury, which may be difficult to ascertain. Accordingly, the Recipient agrees that the **Agency** shall have the right to seek and obtain immediate injunctive relief from breaches to its commitments under this Declaration, in addition to any other rights and remedies it may have.

The Recipient's obligations hereunder shall survive until all information in confidence disclosed hereunder becomes publicly known and made generally available through no action or inaction of the Recipient.

This Declaration shall bind and inure to the benefit of the parties hereto and their successors and assigns.

Signature:

Name and title: dr. Ciril Kafol, director

INFORMATIKA informacijske storitve in inženiring d.d. Maribor, Vetrinjska ulica 2 4

Date: 04. 07. 2016

T2 E1

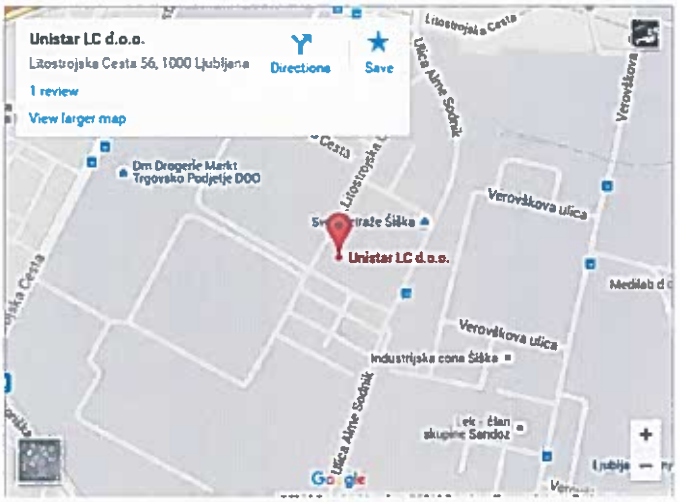
ORIGINAL

TECHNICAL TENDER

1. Infrastructure

Main common feature of products used in solutions are is scalability. All products can be easily scalable up and in and are among top five in world especially in cloud based companies. Solution is spread among two locations, the distance between these two locations is bigger than 100km. Both DCs are ISO 27.001 certified and have all security measurements taken to satisfy requirements in tender. We have video surveillance system installed, two level entry control, fire sensors, redundant air conditioning units, redundant power sources (one direct circuit from electricity company, one from 30kVA diesel aggregate with inline 30kA UPS. Our facility connects to national telecommunications operators and providers thru different locations in our buildings. They are all on different last mile. With all telecommunications providers we have Service Level Agreement signed. Power distribution scheme, network connectivity scheme and SLA with telecommunications operators are part of our ISO 27001 documentation and are marked as confidential because of security reasons. Our ISO 27001 documentation can be provided upon signing NDA agreement between companies. Both locations are located on low earthquake intensive locations and are not having any water sources (river, lake…) near and datacenter is also on higher ground floor. Both datacenter facilities will have private room (only for ACER) rack space available. It will be available floor space for up to 12 racks. Both datacenters are equipped with testing/setup room and have storage for equipment which is not used in DC.

Primary location is situated in industrial - commercial zone Litostroj on address Litostrojska 56, 1000 Ljubljana, Slovenia – link to google maps - https://goo.gl/maps/Zk2m3dVTdED2



Secondary location is situated near Udine, Italy. Address is Via Spilimbergo, 70, Passons UD, Italy link to google maps: https://goo.gl/maps/gKMbiov3GS62

We will provide all support services according to maintenance plan/SLA agreement (see case study) also we will provide provisioning services for all equipment used and ordered by ACER.

2. Technology

2.1 Technology overview summary

On each location we will install two modular servers with 8 CPU and 1TB of RAM. On both server VMware Enterprise Plus with vSOM will be installed. In case of need of dedicated server, we will provide server from vendor Lenovo and configure it according requirements. Server will be connected to NetApp storage via Brocade SAN switch with 16GB fiber channel connection and with 10GBs over NFS or iSCSI protocol. NetApp storage will be build up with controllers 8040 in HA pair. One SSD shelf with 800GB SSD, one SAS shelf with 1.8 TB SAS and one SATA shelf with 4TB SATA drives will be connected to storage on primary location. We will use storage on secondary location also for backup purpose so we will add additional 3 shelfs with 4TB SATA drives for Backup/Arching functionality. Replication will be done over Ethernet connection to remote location via SnapMirror and SnapVault protocol. Disaster recovery will be triggered with VMware solution Site Recovery Manager. Site recovery manager is intergraded with NetApp replication protocol SnapMirror. All data will be replicated as soon as possible, so as many of data possible will be lost if disaster occurs. Al so all data will be archived data on disks on secondary location.

All need license for Microsoft, VMware and Oracle products will be provided and invoiced via service provider model after each month usage will be calculated and we will use official vendor's pricelists.

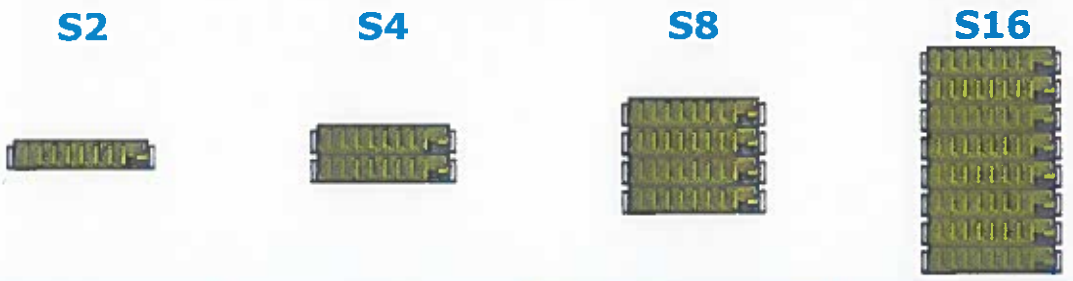
Network design consists of four major components: WAN routers (Cisco ISR 4451-X), firewalls (CheckPoint 15400 security appliance) with CheckPoint central management appliance (Smart-1 210), access data center switches (Cisco Nexus 5672UP) and load-balancers (Citrix Netscaler). All devices are redundant at the primary site in Ljubljana and stand-alone in secondary site in Vienna. The function of Cisco 4451-X routers is to ensure highly redundant connectivity between sites via BGP and other mechanisms and

basic network protection from the outside world before traffic reaches firewall. CheckPoint firewalls will protect network from intrusions using advanced security mechanisms such as L1-L4 firewalling, application control (L7), anti-bot, anti-virus, anti-spam and e-mail security, malware and 0-day protections, data loss prevention (DLP) and more. Cisco Nexus switches will ensure 10Gb/s connectivity to servers and LAN extension between sites via VXLAN technology. Citrix Netscaler load-balancers will properly load-balance traffic between servers connected to Cisco Nexus switches.

2.2 **Servers**

Bullion is a European brand of servers designed for the cloud and targeting for the next generation of Data Centers. It's the world's fastest x86 enterprise server and with its dynamic reconfiguration capabilities, it combines exceptional performance with unparalleled agility. Its features are exceptional modularity, unique connectivity, hot-swappable components, integrated diagnostic, monitoring tools and intelligent cooling.

The bullion server range consists of 4 complementary models, from S2 to S16, based on the **Intel® Xeon® processor E7 v4** Family. They share the same innovative technologies from **2 to 16 processors** with a maximum **memory capacity of 24 TB**.

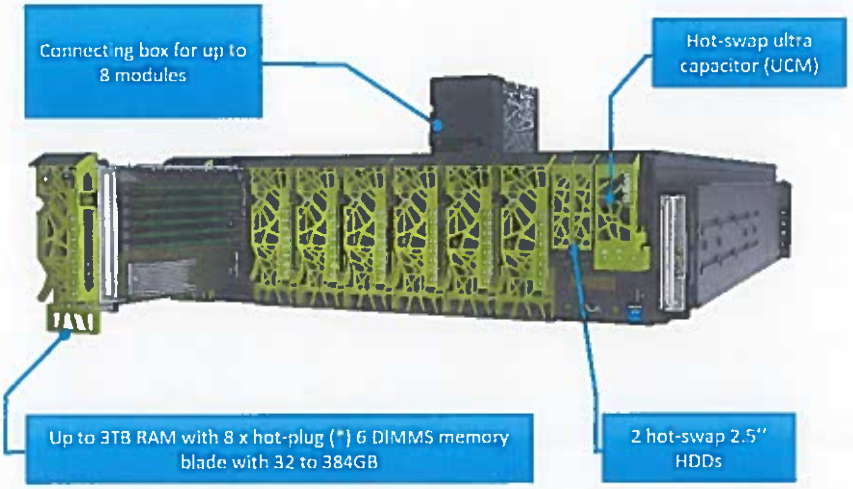


2 CPU	4 CPU	8 CPU	16 CPU
✓Up to 36 cores ✓Up to 3TB RAM ✓7 PCI-e ✓Active / Passive Power Supply	✓Up to 72 cores ✓Up to 6TB RAM ✓14 PCI-e ✓Active / Passive Power Supply ✓HW Partitioning	✓Up to 144 cores ✓Up to 12TB RAM ✓28 PCI-e ✓Active / Passive Power Supply ✓HW Partitioning	✓Up to 288 cores ✓Up to 24TB RAM ✓56 PCI-e ✓Active / Passive Power Supply ✓HW Partitioning

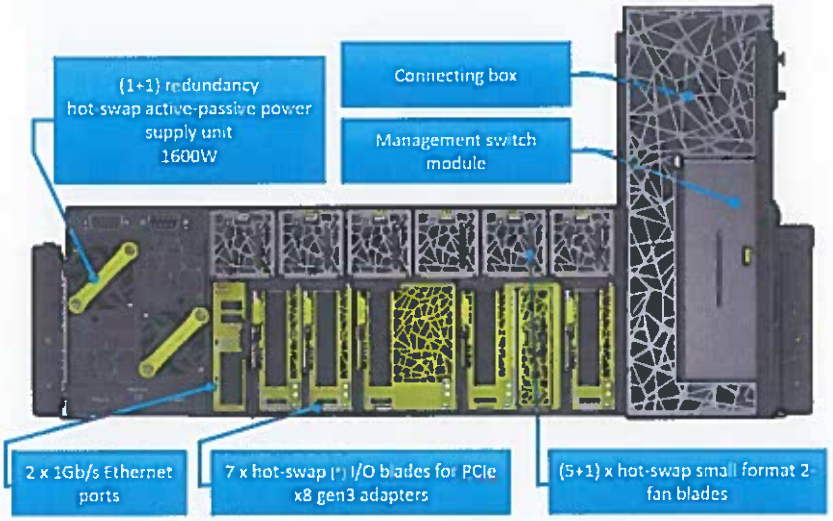
Depending on needs, you can **simply add 3U compute modules** (building blocks), connected via the Connecting Box, a patented system, to get rid of cabling. Then you

have access to configurations from **8 to 384 cores** to host Virtual Machines (VM) clusters, critical database or In-Memory applications.

In addition, for more agility in configuring, bullion servers propose **innovative and reliable design** with **hot plug memory** and **I/O blades**, which is presented in the pictures bellow.



(*) hot-plug memory is depending on OS/hypervisor



(*) hot-swap is depending on OS/hypervisor

And for the summary - main bullion differentiators:

Scalability	Scalable from **48 to 24,000GB** of memory Only server with modular upgradability from **2 to 16 CPU**
TCO Reduction	In average **50%** reduction on SW licences **-40%** power consumption using Gen2 Active/Passive PS
Realibility **Easy maintenance**	**Cost optimized** memory protection (RAID, stripping) Only server with **HOT SWAP memory** I/O blades
High performace **Large memory upgradability**	**#1** x86 server from 2011 with linear performance scalability **Biggest memory availability for** x86 server - 24TB

2.3 **Storage**

In solution we used storage from storage vendor NetApp. Model used is FAS8040A with one shelf 800GB SSD drives, one shelf 1.8 TB SSD drives and one 4TB SATA drives. Storage on DR location has additional there shelfs 4TB for backup data to store. NetApp high-availability storage systems have no single point of failure. Each system contains dual controllers (active-active), and each controller has multiple independent paths to all disks. The active-active controller configuration means that if one controller fails, its partner assumes its identity and workload. Additionally, each controller and disk shelf has dual, hot-swappable power and cooling. Controllers (after cluster takeover), disk, power supplies, and fans can be nondisruptively swapped. If NetApp RAID-DP® is used (strongly recommended), even a double-disk failure within the same RAID group is nondisruptive.

Field-replaceable units are internal to each controller and include the system board, memory, NVRAM, and expansion cards (HBAs, NICs, and so on). These internal components are not hot swappable while the controller is active. However, each controller can be gracefully shut down and its partner allowed to take its identity and workload. This enables the controller's internal components to be replaced and then rebooted into the cluster to resume normal operation.

Operating system upgrades can be downloaded and installed while a controller is active. However, to activate the upgrade, a reboot is required. This can be performed nondisruptively.

Disk and shelf firmware (microcode) can also be installed nondisruptively. NetApp uses innovative storage operation system called Cluster DataOnTAP (short cDOT). With clustered Data ONTAP ACER can minimize planned and unplanned downtimes and your applications will always be available—even during regular business hours. As your business needs expand, the clustered Data ONTAP platform can scale by using standardized building blocks.

NetApp Data ONTAP is recognized as the world's #1 branded storage operating system. Our unified cluster architecture scales and adapts to your changing needs,

reducing risk and cost. And our proven operational efficiencies help ACER to simplify your overall storage environment and manage storage infrastructure at scale by automating important processes and increasing productivity. You can add capacity as you grow across both SAN and NAS environments—without reconfiguring running applications. With NetApp, you can start small and grow without the disruptive hardware upgrades required by other storage vendors' offerings.

Clustered Data ONTAP provides up to 24 storage controllers (nodes) managed as a single logical pool, so your operations scale easily. NetApp supports a broad set of storage protocols and is the only provider to deliver both SAN and NAS data access from a single, unified scale-out platform.

NetApp storage infrastructure technologies have been architected to deliver greater than five 9s (99.999%) availability. Recent IDC studies show that most NetApp customers actually achieve six 9s (99.9999%) availability and higher when utilizing best practices. NetApp® clustered Data ONTAP®, all-flash FAS, and Cloud ONTAP offer such extreme levels of performance and capacity scaling that ACER can expect to achieve six 9s availability—that's roughly six seconds of downtime on an annual basis.

Configuration of storage includes also appropriate software, features and connectivity protocols:

- Software/feature related to efficiency:
  - FlexVol,
  - FlexClone,
  - Compression,
  - Deduplication
  - Thin Provisioning.
- Software/features related to high availability:
  - Multipath I/O in
  - MetroCluster.
- Software/features related to data protection:
  - RAID-DP,
  - Snapshot,
  - SnapVault,
  - SnapMirror,
  - SnapProtect,
  - SnapRestore,
  - SnapDrive for UNIX,
  - SnapDrive for Windows,
  - Open Systems SnapVault,

- SnapManager for SQL,
- SnapManager for SAP,
- SnapManager for Oracle,
- SnapManager for Hyper-V,
- SnapManager for Exchange,
- SnapManager for SharePoint in
- SnapManager for Virtual Infrastructure (VI).

- Software/ features related to performance:
  - Storage QoS,
  - FlashCache in
  - FlashPool.
- Software/ features related to management:
  - System Manager,
  - Unified Manager in
  - OnCommand Workflow Automation.
- Connection protocols
  - FC,
  - NFS,
  - iSCSI in
  - CIFS/SMB.

2.4 **Network**

The Cisco Nexus® 5600 platform is the third generation of the Cisco Nexus 5000 Series Switches: the industry's leading data center server access switches. The Cisco Nexus 5600 platform switches can be categorized into 10-Gbps and 40-Gbps switches. Cisco Nexus 5600 platform 10-Gbps switches are the successors to the industry's widely adopted Cisco Nexus 5500 platform switches. The switches maintain all the existing Cisco Nexus 5500 platform features, including LAN and SAN convergence (unified ports and Fibre Channel over Ethernet [FCoE]), fabric extenders, and Cisco® FabricPath. In addition, the Cisco Nexus 5600 platform 10-Gbps switches bring integrated line-rate Layer 2 and 3 capabilities with true 40 Gigabit Ethernet support (on uplink and network-facing ports), Cisco programmable fabric innovations, Network Virtualization Using Generic Routing Encapsulation (NVGRE), Virtual Extensible LAN (VXLAN) bridging and routing, network programmability and visibility, large buffer capacity, and significantly greater scalability and performance for highly virtualized, automated, and cloud environments.

The Cisco Nexus 5600 platform 10-Gbps switches include both 1-rack-unit (1RU) and 2RU switches built to meet the challenges of today's data centers with a flexible, agile, and energy-efficient design. These 10-Gbps switches are an important component of the Cisco Unified Data Center architecture, complementing existing Cisco Nexus switches. These energy-efficient switches offer 10 and 40 Gigabit Ethernet and FCoE, providing integrated Layer 2 and 3 features at wire speed and low latency of approximately 1 microsecond for any packet size. With a choice of port-side intake and fan-side intake airflow options to align with cold-aisle and hot-aisle placement in the data center, the 10-Gbps switches are designed for a broad range of traditional data center and large-scale virtualized cloud deployments.

The 10-Gbps switches together with the Cisco NX-OS Software operating system provides customers with features and capabilities that are widely deployed in data centers around the world. NX-OS is a purpose-built data center operating system designed for performance, resiliency, scalability, manageability, and programmability. It meets Ethernet and storage networking requirements, providing a robust and comprehensive feature set that can meet the demanding requirements of virtualization and automation in present and future data centers.

The Cisco Nexus 5600 platform 10-Gbps switches are designed for top-of-rack (ToR) and middle-of-row (MoR) deployment in data centers that support enterprise applications, service provider hosting, and cloud computing environments.

Cisco Nexus 5672UP Switch

The Cisco Nexus 5672UP Switch (Figure 1) is a 10 and 40 Gigabit Ethernet (40-Gbps on uplink and network-facing ports) switch offering wire-speed performance for up to seventy-two 10 Gigabit Ethernet ports (using Quad Small Form-Factor Pluggable [QSFP] breakout cables). The Cisco Nexus 5672UP Switches are Layer 2 and 3 non-

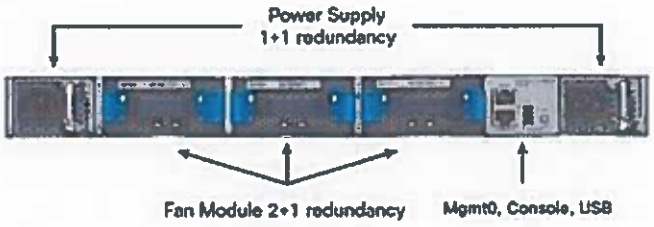
blocking 10 and 40 Gigabit Ethernet and FCoE-capable switches with up to 1.44 terabits per second (Tbps) of internal bandwidth. The Cisco Nexus 5672UP offers 48 fixed 1 and 10 Gigabit Ethernet ports, of which the last 16 ports (highlighted in orange on the chassis for easy identification) are unified ports. All 48 fixed ports support classical Ethernet and FCoE.

In addition, the 16 unified ports provide 8-, 4-, and 2-Gbps Fibre Channel, as well as 10 Gigabit Ethernet and FCoE connectivity options. The Cisco Nexus 5672UP also offers 6 ports of 40 Gbps using QSFP transceivers for Ethernet and FCoE support. The Cisco Nexus 5672UP has three fan modules and two power supplies. The Cisco Nexus 5672UP supports VXLAN in bridging and routing modes on all ports at line rate, enabling the migration of virtual machines between servers across Layer 3 networks.

Figure 1. Cisco Nexus 5672UP Switch (Port-Side View)

The Cisco Nexus 5672UP is constructed with the components shown in Figure 2. The Cisco Nexus 5672UP has two 1+1 redundant, hot-swappable power supplies and three hot-swappable independent fans with support for 2+1 redundancy.

Figure 2. Cisco Nexus 5672UP Switch (Fan-Side View)



The Cisco Nexus 5672UP supports both port-side intake (red handle) and fan-side intake (blue handle) airflow options for flexible mounting.

Features and Benefits

The following are some of the primary features of the Cisco Nexus 5600 10-Gbps platform switches:

- **Optimization for virtualization and cloud deployments:** Today, high-performance servers deployed in the cloud can support many more virtual machines and workloads than ever before. The requirement to be able to deploy new servers on demand puts additional strain on the network fabric. The 10-Gbps switches address this challenge by providing scalability and performance, making it an excellent platform for meeting current and future needs.
- **Density and resilience:** Built for today's data centers, the switches are designed just like the servers they support. Ports and power connections are at the rear, close to server ports, helping keep cable lengths as short as possible and delivering to rack servers benefits traditionally offered only on blade servers. Hot-swappable power and fan modules can be accessed from the front panel, where status lights offer an at-a-glance view of switch operation. Front-to-back or back-to-front cooling is consistent with server designs, supporting efficient data center hot- and cold-aisle designs. Serviceability is enhanced with all customer-replaceable units accessible from the front panel.
- **Energy efficiency:** The 10-Gbps switches help data centers operate within their space, power, and cooling parameters while reducing their carbon footprints. The switch power supplies are also capable of maintaining 90 percent efficiency at load conditions of as low as 25 percent utilization. This capability allows the switch to make efficient use of power while still being appropriately sized to support the conditions of a full system load.
- **Low latency:** Cut-through switching enables these switches to support approximately 1 microsecond of port-to-port latency for any packet size with features enabled.
- **Intelligent Cisco Switched Port Analyzer (SPAN) and Encapsulated SPAN (ERSPAN):** SPAN and ERSPAN can be used for troubleshooting and robust monitoring of traffic. The SPAN and ERSPAN capabilities are nondisruptive, with only extra bandwidth capacity used for SPAN and ERSPAN traffic.

Enhancements include more efficient allocation of bandwidth to SPAN and ERSPAN traffic so that any fabric bandwidth not used for data traffic can be allocated to SPAN or ERSPAN traffic. The switch can support up to 31 line-rate SPAN and ERSPAN sessions.

- **Flexible buffer management:** The 10-Gbps switches support a 25-MB packet buffer shared by every 3 ports of 40 Gigabit Ethernet or every 12 ports of 10 Gigabit Ethernet. The flexible buffer management capability allows dynamic tuning of the sizes of the shared and dedicated buffers in the event of congestion.
- **Multicast enhancements:** These switches support line-rate Layer 2 and 3 multicast throughput for all frame sizes. They offer optimized multicast replication through the fabric and at the egress point. Support is provided for 32,000 multicast routes and for Internet Group Management Protocol (IGMP) snooping tables in hardware. Multicast enhancements include flow-based hashing for multicast traffic over a port channel and enhanced Bidirectional Protocol-Independent Multicast (Bidir-PIM) support. The switch also supports IP-based forwarding for IGMP snooping.

Applications

The Cisco Nexus 5600 10-Gbps platform supports a number of application scenarios, making it a versatile data center option.

Cisco Fabric Extender Technology (FEX Technology) enables you to build a single, modular fabric that extends from Cisco Nexus switches to Cisco Unified Computing System™ (Cisco UCS®) servers, to adapters (Cisco Adapter FEX), and to virtual machines (Cisco Data Center Virtual Machine FEX [VM-FEX]). FEX Technology is based on the emerging standard IEEE 802.1BR. Designing the network using FEX Technology provides flexibility, reduced cabling infrastructure, and a single point of management, helping customers scale their networks. When the 10-Gbps switches are part of a fabric that includes Cisco Nexus 2200 and 2300 platform fabric extenders, you can use these fabric extenders in single- or dual-connected mode, using enhanced

virtual port-channel (vPC+) technology to two upstream 10-Gbps switches. Servers and end hosts can connect to single or dual Cisco Nexus 2200 and 2300 platform fabric extenders using network interface card (NIC) teaming when the parent Cisco Nexus 5600 platform 10-Gbps switch has vPC+ enabled.

Following are some common deployment options using the Cisco Nexus 2000 Series (including the 2200 and 2300 platforms) and 5600 10-Gbps platform:

- Rack servers with 100 Megabit Ethernet, 1 Gigabit Ethernet, or 10 Gigabit Ethernet NICs; the fabric extender can be physically located at the top of the rack, and the 10-Gbps switch can reside in the middle or at the end of the row, or the fabric extender and the 10-Gbps switch can both reside in the middle or at the end of the row
- Rack servers with 10 Megabit Ethernet NICs in full duplex mode connected using the Cisco Nexus 2248TP-E Fabric Extender in conjunction with the Cisco Nexus 5600 platform
- Mixed 1 and 10 Gigabit Ethernet environments in which rack servers are running at either speed in the same rack or in adjacent racks
- 10 Gigabit Ethernet and FCoE deployments using servers with converged network adapters (CNAs) for unified fabric environments
- 10GBASE-T server connectivity with ease of migration from 1 to 10GBASE-T and effective reuse of structured cabling
- 1 and 10 Gigabit Ethernet blade servers with pass-through blades
- Low-latency, high-performance computing environments
- Virtualized access

In addition to these options, the 10-Gbps switches provide unique value as a high-density fabric extender aggregation platform. For example, the switches can be used in conjunction with the Cisco Nexus 2348UPQ, 2348TQ, 2332TQ, 2248PQ, 2232PP, 2248TP-E, 2232TM-E, 2232TM, 2248TP, and 2224TP Fabric Extenders as a high-density switching system, consolidating 10 Gigabit Ethernet connections in a single

management plane. In addition, a variety of blade fabric extender options can be aggregated into the Cisco Nexus 5600 10-Gbps platform switches using 10 Gigabit Ethernet, providing a single point of management for blade server deployments.

2.4.1 Routers

The Cisco 4000 Family Integrated Services Router (ISR) revolutionizes WAN communications in the enterprise branch. With new levels of built-in intelligent network capabilities and convergence, it specifically addresses the growing need for application-aware networking in distributed enterprise sites. These locations tend to have lean IT resources. But they often also have a growing need for direct communication with both private data centers and public clouds across diverse links, including Multiprotocol Label Switching (MPLS) VPNs and the Internet.

Platform Architecture

Table lists the primary hardware architectural features and benefits of the Cisco 4000 Family. The routers run modular Cisco IOS XE Software, widely deployed in the world's most demanding networks. The software's comprehensive portfolio of services spans multiple technology areas, including security, WAN optimization, app and network quality of service (QoS), and embedded management.

Citrix NetScaler

Citrix NetScaler makes apps and cloud-based services run five times better by offloading app and database servers, accelerating app and service performance, and integrating security. Deployed in front of web and database servers, NetScaler combines high-speed load balancing and content switching, data compression, content caching, SSL acceleration, network optimization, application visibility and application security on a single, comprehensive platform.

By using NetScaler to create a services delivery fabric overlay spanning enterprise and cloud datacenters, enterprises can make the cloud a transparent extension of their own

network. IT organizations can extend existing in-place processes and tooling to the cloud-based services the business adopts.

3. Performance

The available network connections between Agency's premises, primary data center and secondary data center are as following:

- 10 Mb/s Ethernet L2 connection
- 100 Mb/s Ethernet L2 connection
- 1 Gb/s Ethernet L2 connection
- 10 Gb/s Ethernet L2 connection

Also there is an options for dark fiber connection between Agency's premises and primary data center.

The internet connections available to all three locations are:

- 10 Mb/s Ethernet L3 connection
- 100 Mb/s Ethernet L3 connection
- 1 Gb/s Ethernet L3 connection
- 10 Gb/s Ethernet L3 connection

4. Security

Network security is provided by CheckPoint security appliances with intergrated functionalities providing basing network security with L1-L4 firewall, IPS/IDS, malware and 0-day protections, anti-spam and email security, anti-bot, anti-virus, DLP, application control. All security policies are configured based on best practice recommendations and following IOS 27001 standard.

All the network equipment on the primary DC location (routers, switches, firewalls) is duplicated in the primary DC location and offer high-availability using different mechanisms or technologies:

- Firewalls are in cluster mode and therefore offer high availability as one logical firewall
- Routers use LAN redundancy protocol (HSRP) for LAN redundancy and BGP routing with internet providers for optimal traffic routing
- Switches use vPC technology for dual homing of each device connected
- Load-balancers are duplicated and offer high-availability in case of device failure or problems
- External firewall management system (Smart-1) are duplicated – one on the primary DC and one on the secondary location

There are also redundant connections on all segments:

- Between routers and firewalls
- Between firewalls and switches
- Between servers and switches
- Between load-balancers and switches

There is no single point of failure on the primary DC location. The recovery DC (secondary location) is by default disaster recovery location and therefore does not need duplicated equipment.
All network equipment have configurations backup configured which is performed automatically to the server on primary and secondary location.
Alerts and notifications are generated via monitoring system PRO.view which monitors all network devices and critical parameters such as CPU and memory utilization, link utilization and errors, device availability and more. All alerts are sent to appropriate groups of people (such as helpdesk, network administrators etc.).

4.1 **Firewall**

CHECK POINT NEXT GENERATION FIREWALLS

Check Point Next Generation firewalls combine high-performance, multi-core capabilities with fast networking technologies to provide the highest level of security. By

consolidating multiple security technologies into a single security gateway, these appliances are designed to deliver advanced and integrated security solutions.

Comprehensive threat prevention

The rapid growth of malware, growing attacker sophistication and the rise of new unknown zero-day threats requires a different approach to keep enterprise networks and data secure. Check Point delivers fully integrated, comprehensive Threat Prevention to combat these emerging threats while reducing complexities and increasing operational efficiencies. The Check Point Threat Prevention solution includes powerful security features such as firewall, IPS, Anti-Bot, Antivirus, Application Control, and URL Filtering to combat known cyber-attacks and threats – now enhanced with the award-winning SandBlast Threat Emulation and Threat Extraction for complete protection against the most sophisticated threats and zero-day vulnerabilities.

Prevent known and zero-day threats

As part of the Check Point SandBlast Zero-Day Protection solution, the cloud-based Threat Emulation engine detects malware at the exploit phase, even before hackers can apply evasion techniques attempting to bypass the sandbox. Files are quickly quarantined and inspected, running in a virtual sandbox to discover malicious behavior before it enters your network. This innovative solution combines cloud-based CPU-level inspection and OS-level sandboxing to prevent infection from the most dangerous exploits, and zero-day and targeted attacks. Furthermore, SandBlast Threat Extraction removes exploitable content, including active content and embedded objects, reconstructs files to eliminate potential threats, and promptly delivers sanitized content to users to maintain business flow.

Key security features:

- **SandBlast Threat Emulation**
  As part of the SandBlast Threat Prevention software bundle (NGTX), the SandBlast Threat Emulation capability prevents infections from undiscovered exploits zero-day and targeted attacks. This innovative solution quickly inspects

files and runs them in a virtual sandbox to discover malicious behavior. Discovered malware is prevented from entering the network.

- **Antivirus**
  The Antivirus Software Blade stops incoming malicious files at the gateway before the user is affected with real-time virus signatures and anomaly-based protections from ThreatCloud Identify over 4.5 million malware signatures and 300,000 malicious websites with a constantly-updated worldwide network of sensors that provide ongoing malware intelligence.
- **Intrusion Prevention System (IPS)**
  The IPS Software Blade delivers complete and proactive intrusion prevention—all with the deployment and management advantages of a unified and extensible next-generation firewall solution. Complementing Check Point's firewall protection, IPS software blade further secures your network by inspecting packets traversing through the gateway It offers full-featured IPS with Geo-protections and is constantly updated with new defenses against emerging threats.
- **URL Filtering**
  The URL Filtering Software Blade controls access to millions of web sites by category, users, groups and machines with cloud-based technology that is constantly updated with new websites to support employee productivity and security policies. IT managers can block access to entire websites or just pages within, set enforcements by time allocation or bandwidth limitations, and maintain a list of accepted and unaccepted website URLs to fine tune security policies.
- **Anti-Bot**
  The Anti-Bot Software Blade detects bot-infected machines, prevents bot damages by blocking bot cyber-criminal's Command and Control center communications, and is continually updated from ThreatCloud.
- **Powered by ThreatCloud**
  The ThreatCloud feeds security gateway software blades with real-time security intelligence gathered with the first collaborative network to fight cyber-crime. Threats discovered by Check Point sensors, by Check Point Threat Emulation-

enabled gateways, and reported in third-party feeds update Threat Cloud and are distributed to Check Point connected gateways.

- **Data Loss Prevention**
  Check Point Data Loss Prevention (DLP) Software Blade combines technology and processes to revolutionize DLP, helping businesses to pre-emptively protect sensitive information from unintentional loss, educating users on proper data handling policies and empowering them to remediate incidents in real-time.
- **Application Control**
  The Application Control Software Blade controls access to over 5,200 applications and 240,000 social network widgets with the industry's largest application coverage. It creates granular security policies based on users or groups to identify, block or limit usage of web applications and widgets like instant messaging, social networking, video streaming, VoIP, games and more.
- **Identity Awareness**
  The Identity Awareness Software Blade provides granular visibility of users, groups and machines, enabling unmatched application and access control through the creation of accurate, identity-based policies.

- **Threat Extraction**
  As part of the SandBlast Threat Prevention software bundle (NGTX), the SandBlast Threat Extraction capability removes exploitable content from documents, including active content and embedded objects, reconstructs the files to eliminate potential threats, and promptly delivers sanitized content to users to maintain business flow.
- **Anti-Spam & Email Security**
  The Check Point Anti-Spam & Email Security Software Blade provides comprehensive protection for messaging infrastructure. A multidimensional approach protects email infrastructure, provides highly accurate anti-spam coverage and defends organizations from a wide variety of virus and malware threats delivered within email.
- **Logging and Status**

Data is transformed into security intelligence with SmartLog, an advanced log analyzer that delivers split-second search results providing real-time visibility into billions of log records over multiple time periods and domains.

Check Point 15400 appliance

Check Point 15400 appliance with SandBlast Threat Prevention (NGTX) software bundle includes multi-layered protection from known threats AND zero-day attacks using SandBlast Threat Emulation, SandBlast Threat Extraction, Antivirus, Anti-bot, IPS, App Control, URL Filtering and Identity Awareness.

The Check Point 15400 appliance delivers business continuity and serviceability through features such as hot swappable redundant power supplies, hot-swappable redundant hard disk drives (RAID), redundant fans and an advanced LOM card for out-of-band management. Combined together, these features ensure a greater degree of business continuity and serviceability when these appliances are deployed in the customer's networks.

Smart-1 210 Appliance with SmartEvent

Smart-1 210 appliance consolidates security, log, and event management into a single dedicated management appliance and a unified management console for one-stop security management and monitoring. From SmartConsole, an administrator can define and monitor security policies across multiple security functions including Firewall, IPS, Anti-Virus, Anti-Bot, Threat Emulation, URL Filtering, and Application control.

Smart-1 210 Appliance provides central security management and the ability to view logs, track events, view reports and monitor security and network activity, see trends, and centrally distribute signatures and software updates.

Next-Generation SmartEvent blade on Smart-1 appliance allows you to create custom dashboards to monitor only what is relevant to your organization. Widgets and chart templates optimize visual display, making security data easy to understand at a glance.

You can take advantage of predefined security events or customize them to prioritize events so automatic alerts are generated alerts for noteworthy, critical events.

SmartEvent enables one-click exploration of security events. With one click, move from a high-level overview to specific details such as type of attack, timeline, application type and source. Free-text search allows you to enter specific search terms to retrieve results from millions of logs in seconds.

SmartEvent correlates logs from all Check Point enforcement points, including end-points, to identify suspicious activity from the clutter. Rapid data analysis and custom event logs immediately alert administrators to anomalous behavior such as someone attempting to use the same credential in multiple geographies simultaneously.

SmartEvent makes it easy to customize reports for the different stakeholders in your company. Your CISO might need an overview of high risk events in the last month, while your HR Manager might need to know where employees are going online. With SmartEvent, your reports display only content that is relevant to each stakeholder.

5. Software

We support all supported operating systems which are supported by virtualization vendor VMware as main plaftorm solutions. On phyiscal servers we support Microsoft, red hat, Oracle and Suse Linux operations systems. We are supporting all other operatings systems that are support from our hardware vendor side – Bull, Lenovo. In our enviroment we are using SIEM from NetIQ, we are gathering all security logs. Antimalware protection is done by TrendMicro DeepSecurity, which intergrades into VMware virtualization.

5.1 **Antimalware protection**

Trend Micro Deep Security for physical, virtual, cloud, and hybrid cloud environments has proven its ability to improve security, manageability, and VM density. Advanced layered security capabilities include: Anti-malware with web reputation, Intrusion detection and prevention, Advanced host firewall, Integrity monitoring and Log inspection.

5.2 Virtualization

In solution we will use VMware vSphere as virtualization platform. VMware is a global leader in the area of virtualization and cloud infrastructure. Their solutions reduce the complexity of IT infrastructure and ease the management of such environments. VMware is accelerating the transition to Cloud computing with investment protection of existing IT infrastructure and with more efficient delivery of IT services without the compromise of security. With more than 250.000 customers and 25.000 partners, VMware solutions help organizations of all sizes reduce costs, increase business agility and ensure freedom of choice.

5.2.1 VMware vSphere Enterprise Plus

VMware vSphere is a virtualization platform that consists of many components. Fundamental component is ESXi hypervisor which abstracts processor, memory, storage and other resources into multiple virtual machines (VMs). Main advantage of VMware vSphere is high utilization efficiency resulting in reduction of hardware count by a factor of 10, lowering operating costs up to 50 percent and reducing energy costs by 80 percent.

VMware vSphere Enterprise Plus edition include many advanced features like VMware vSphere vMotion, VMware vSphere Storage vMotion, VMware vSphere Hot Add, VMware vSphere vShield Zones, VMware vSphere Fault Tolerance, VMware vSphere DRS, VMware vSphere Storage DRS, VMware vSphere DPM, VMware vSphere Distributed Switch, VMware vSphere Storage APIs and many more.

Most of these functionalities are possible only in a cluster and with the assistance of VMware vCenter Server. **VMware vCenter Server** is a central management point and is necessary for operation of hypervisors advanced features (vMotion, Storage vMotion, HA, Fault Tolerance, Data Recovery, DRS, Hot Add, Thin Provisioning, Distributed Switch, ...). VMware vCenter Server also controls data center services such as access control, performance monitoring and alarm management.

Main features of VMware vSphere Enterprise Plus edition:

- **Vmware vSphere vMotion** - allows live migration of powered-on virtual machines between vSphere hosts in the same data center.
- **Vmware vSphere Storage vMotion** - allows virtual disks or configuration files to be moved to a new data store while a VM is running.
- **Vmware vSphere High Availability (HA)** - monitors vSphere hosts and virtual machines to detect hardware and guest operating system failures and restarts virtual machines on other vSphere hosts in the cluster without manual intervention when a server outage is detected.
- **Vmware vSphere Fault Tolerance (FT)** - provides continuous availability for applications (with up to 4 virtual CPUs) in the event of server failures by creating a live shadow instance of a virtual machine that is always up-to-date with the primary virtual machine. In the event of a hardware outage, vSphere FT automatically triggers failover—ensuring zero downtime and preventing data loss.
- **Vmware vSphere Distributed Resource Scheduling (DRS)** - divides and balances computing capacity for VMs dynamically across collections of hardware resources.
- **Vmware vSphere Storage DRS** - continuously balances storage space usage and storage I/O load across collections of data stores dynamically.
- **Vmware vSphere Hot Add** – provides capability for increasing capacity by adding CPU, memory or devices to VMs when needed without disruption or downtime, but only on operating systems that supports this feature.
- **Vmware vSphere Distributed Switch (VDS)** - provides a centralized interface from which you can configure, monitor and administer virtual machine access to network for the entire data center.

VMware vCloud Director – a tool for automated release and deployment management

VMware vCloud Director orchestrates the provisioning of public and hybrid cloud services to deliver complete virtual data centers for easy consumption in minutes.

With VMware vCloud Director you can :

- Delivers Virtual Data Centers in Minutes (vCloud Director orchestrates the provisioning of software-defined data center (SDDC) services as complete virtual data centers that are ready for consumption in minutes.)
- Automates Data Center Services (Applies pooling, abstraction and automation to data center services such as storage, networking, and security. As a result, you can provision complete and operationally ready infrastructure without worrying about the physical configuration of hardware.)
- Delivers Multi-Tenancy Platform (You can reduce operational costs by using a single platform to host secure virtual data centers that could be consumed by multiple tenants using Role Based Access Control.)
- Supports Open APIs (Allows scripted access to consume cloud resources, such as vApp upload/download, catalog management and other operations. Using REST-based APIs and SDKs, service providers can extend the capabilities of vCloud Director and create differentiation.)
- Enforces Security and Enables Efficient Resource Consumption (vCloud Director takes a policy-driven approach to provisioning that embeds software-defined resource consumption controls, so you can automatically enforce preconfigured IT policies.)
- Provides Application Catalog Services (Catalogs can be used to publish virtual appliances and media files across a single tenant or multiple tenants.)

5.3 **PRO.View**

PRO.View is a custom build monitoring tool based on open source solution Nagios. PRO.View will be connected to SNMP and other management interfaces on devices, software solutions and other monitoring solutions (VMware operations manager, NetApp OnCommand manager) and will constantly monitor there availbitly. With PRO.view we can proactively start curative actions and prevent downtime of services to customer. We will us PRO.View as central monitoring tool for all services ordered from customer. PRO.View is watched by helpdesk operator 24 hour per day, 7 days per

week and 365 days per year and appropriate actions are triggered in seconds after warning appears.

5.4 **Backup**

Snapshot technology is available from a variety of data storage vendors, but not all snapshots are created equal. NetApp Snapshot™ technology enables Our's IT administrators to create space efficient point-in-time copies of virtual machines or entire data stores. Then, using SnapRestore®, you can restore from these backup copies at any level of granularity—single files, LUNs, or entire volumes—simply and quickly when required. Many copies can be made at any time increment in less than one second, with no performance impact, no matter how many Snapshot copies are taken. These are not full copies of data; they are only tracking changes and are very efficient in terms of overall storage capacity. Restores can be done rapidly from any of the copies, providing ACER with an exceptional recovery time objective (RTO).

Up to 255 Snapshot copies can be created automatically or manually on each volume. We can use NetApp Snapshot technology to perform backups as often as needed—daily, hourly, etc. In the event of a recovery, more frequent backups will reduce data lost since the last backup was taken. This greatly enhances Our's recovery point objective (RPO). Each Snapshot copy is RAID protected for reliable backup. Files, LUNs, and VM copies are not limited to 255—they can be in 1000s.

Snapshot creation does not consume extra space on the storage system at create time. When data in the snapshot is overwritten, it starts to consume space for the new data. It is not required to explicitly reserve space upfront for snapshot space. The space that can be reserved, if needed, for snapshot copies can be changed at any point in time, depending on the rate of data change—maximizing storage utilization.

Manage Snapshot Capabilities with SnapManager

NetApp delivers easy to use SnapManager tools to manage snapshot capabilities, in addition to command-line options. The SnapManager product suite integrates with industry standard enterprise applications, including Microsoft® Exchange, Microsoft SharePoint, Microsoft SQL, Oracle, and SAP. These tools allow administrators to streamline data management and simplify configuration, backup, and restore operations. Snapshots of virtual machines (VMs) can be managed using NetApp's Virtual Storage Console for Citrix® XenServer® and VMware®, including SnapManager for Hyper-V®. NetApp has the tools to simplify and automate <<ClientShort>>'s application and virtual storage environment, including centralized data protection for virtual machines, increased operational efficiency, and backup and restore management.

SnapVault® software is a NetApp® disk-to-disk solution that simplifies backups for local, remote, and back offices and can potentially reduce your secondary storage requirements by 90% or more. Designed to safeguard your data, SnapVault provides fast, centralized, and cost-effective disk-based backups. SnapVault is fully integrated with the NetApp Data ONTAP® storage operating system, including the FAS storage line and non-FAS storage virtualized with NetApp FlexArray software. As a result, SnapVault requires no external servers and eliminates backup performance bottlenecks. SnapVault automates time-consuming and complex data protection tasks. This frees up IT staff and reduces the risk for human errors that could result in permanent data loss. Based on NetApp Snapshot point-in-time copies, each backup is block-level incremental but represents a full back up from a restore perspective. Because SnapVault copies only changed data blocks, it

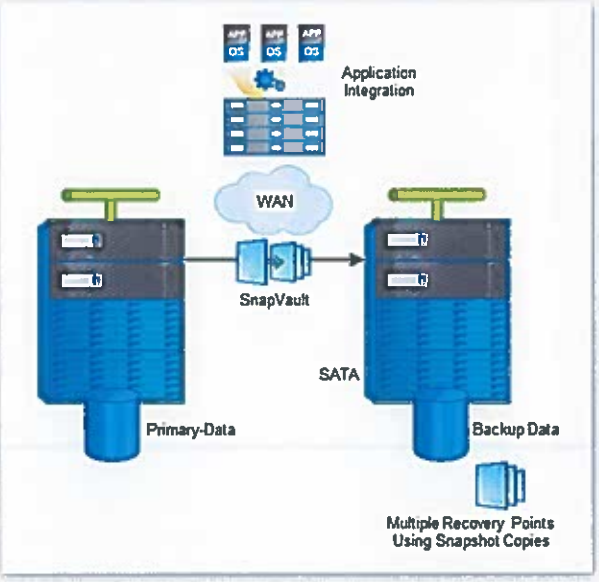
Backup times down can be reduced to minutes, so you can back up more data more often and store weeks', months', or even years' worth of business-critical information with minimal storage overhead. Because only the new or changed blocks are added to the secondary backup, we will save bandwidth and reduce backup storage needs. Because your backups are in native format, you can restore in minutes, unlike dedicated backup appliances that put your data into a proprietary backup format.

With SnapVault, we can:

- Meet shrinking backup windows
- Decrease bandwidth and secondary storage requirements
- Reduce RTO and RPO
- Protect key applications
- Simplify data protection
- Turn data protection investment into a business asset
- Extend NetApp data protection to open storage platforms

We can implement SnapVault as an all-purpose backup solution for local, remote, and back offices. Because SnapVault only records changes to data, you can quickly transmit backups across a network and centralize the backup of multiple systems to a single secondary storage unit. Centralized management simplifies data protection across your entire business infrastructure.

NetApp OnCommand® Unified Manager provides centralized monitoring and management of data protection processes and relationships, including SnapVault and SnapMirror. In addition, with OnCommand Unified Manager, you can set up protection relationships, perform failover and failback, and resolve job failures and lag issues.



NetApp® SnapCenter® software is a unified, scalable platform for application-consistent data protection and clone management.
It simplifies backup, restore, and clone lifecycle management with application-integrated workflows. With storage-based data management, SnapCenter enables increased performance and availability and reduced testing and development times. Simple NetApp SnapCenter includes both the SnapCenter Server and individual lightweight application, database, and operating system plug-ins that are all controlled from a central management console. The management console delivers a consistent user experience across all applications or databases. It incorporates a single GUI to support critical functions such as job monitoring, event notification, logging, dashboard, reporting, scheduling, and policy management for all application or database plug-ins. SnapCenter Server also includes Snapshot® catalog management to facilitate easy rollback to point-in-time copies. SnapCenter Server check application and database and OS interoperability and then nondisruptively installs and upgrades software plug-ins on application and database hosts. Those plug-ins can then be managed from the central management console.

5.5 **Cisco Nexus NX-OS Software Overview**

Cisco ® NX-OS Software is a data center-class operating system built with modularity, resiliency, and serviceability at its foundation. Based on the industry-proven Cisco MDS 9000 SAN-OS Software, Cisco NX-OS helps ensure continuous availability and sets the standard for mission-critical data center environments. The self-healing and highly modular design of Cisco NX-OS makes zero-impact operations a reality and enables exceptional operational flexibility.

Focused on the requirements of the data center, Cisco NX-OS provides a robust and comprehensive feature set that fulfills the switching and storage networking needs of present and future data centers. With an XML interface and a command-line interface (CLI) like that of Cisco IOS ® Software, Cisco NX-OS provides state-of-the-art implementations of relevant networking standards as well as a variety of true data center-class Cisco innovations.

Cisco NX-OS offers reliability, innovation, and operational consistency across data center platforms. Cisco NX-OS runs on the Cisco Nexus ® Family of hardware-based network switches, which include Cisco Nexus 7000, 5000, 4000, and 1000V Series Switches and Cisco Nexus 2000 Series Fabric Extenders; Cisco MDS 9000 Family storage switches; and Cisco UCS 6100 Series Fabric Interconnects.

Features and Benefits

Built as the foundation of the Cisco Data Center Business Advantage (DCBA) solution, Cisco NX-OS helps ensure continuous availability and sets the standard for mission-critical environments. The main attributes, which constitute the Cisco NX-OS foundation, are summarized here.

Resiliency

Cisco NX-OS is designed from the start to deliver continuous operation with failure detection, fault isolation, self-healing features, and small maintenance windows.

• Modular software design: Cisco NX-OS is designed to support distributed multithreaded processing on symmetric multiprocessors (SMPs), multicore CPUs, and distributed line-card processors. Cisco NX-OS modular processes are instantiated on demand, each in a separate protected memory space. Thus, processes are started and system resources allocated only when a feature is enabled. The modular processes are governed by a real-time preemptive scheduler that helps ensure the timely processing of critical functions.

• Continuous system operation: Cisco NX-OS provides continuous system operation, permitting maintenance, upgrades, and software certification without service interruption. The combination of process modularity, Cisco In-Service Software Upgrade (ISSU) capability, and stateful graceful restart mitigates the effects of software upgrades and other network operations.

• Cisco ISSU: Cisco ISSU provides the capability to perform transparent software upgrades on platforms with redundant supervisors, reducing downtime and allowing

customers to integrate the newest features and functions with little or no negative effect on network operation.

• Quick development of enhancements and problem fixes: The modularity of Cisco NX-OS allows new features, enhancements, and problem fixes to be quickly integrated into the software. These updated images can then be installed without disruption using Cisco ISSU.

• Process survivability: Critical processes are run in protected memory space and independently of each other and the kernel, providing granular service isolation and fault containment and enabling modular patching and upgrading and rapid restartability. Individual processes can be restarted independently without loss of state information and without affecting data forwarding, so that after an upgrade or failure, processes restart in milliseconds without negatively affecting adjacent devices or services. Processes with large amounts of state such as IP routing protocols are restarted using standards-based nonstop forwarding (NSF) graceful restart mechanisms; other processes use a local persistent storage service (PSS) to maintain their state.

• Reliable interprocess communication: Cisco NX-OS facilitates reliable communication between processes to help ensure that all messages are delivered and properly acted on during failures and adverse conditions. This communication helps ensure process synchronization and state consistency across processes that may be instantiated on processors distributed over multiple supervisors and I/O modules.

• Stateful supervisor failover: Redundant supervisors are kept synchronized at all times to enable rapid stateful supervisor failover. Sophisticated checks are in place to help ensure that the state is consistent and reliable throughout the entire distributed architecture after failover occurs.

• Network-based availability: Network convergence is optimized by providing tools and functions to make both failover and fallback transparent and fast. For example, Cisco NX-OS provides Spanning Tree Protocol enhancements such as Bridge Protocol Data Unit (BPDU) guard, loop guard, root guard, BPDU filters, and bridge assurance to help ensure the health of the Spanning Tree Protocol control plane; Unidirectional Link

Detection (UDLD) Protocol; NSF graceful restart of routing protocols; IEEE 802.3ad link aggregation with adjustable timers; virtual Port Channel (vPC); Cisco FabricPath; and Bidirectional Forwarding Detection (BFD).

Extensibility

Cisco NX-OS is highly scalable and can easily integrate with and adapt to ongoing innovation, technologies, and evolving standards.

• Software compatibility: Cisco NX-OS interoperates with Cisco products running any variant of the Cisco IOS Software operating system. Cisco NX-OS also interoperates with any networking OS that conforms to the networking standards listed as supported in this data sheet.

• Common software throughout the data center: Cisco NX-OS simplifies the data center operating environment and provides a unified OS designed to run all areas of the data center network, including storage, virtualization, and Layer 3 network protocols

• Ethernet switching: Cisco NX-OS is built to support high-density, high-performance Ethernet systems and provides a complete data center-class Ethernet switching feature set.

6. Support Services

Solutions Support Services will be provided according to IT Service Management best practices (ITIL) and standards (ISO 9.000, ISO 27.000).
Description of supported provisioning services (servers, network, storage, software, racks, cabling, etc.) including licensing, delivery time, availability of human resources and infrastructure is described in solution proposal and will be further specified in respective SLA agreement.
Supported installation services including physical manipulation of equipment, inter-connectivity, supported SW installations, supported SW and HW updates and upgrades will be performed according to ITIL best practices. Provider has already established all

necessary support and delivery processes as well as supported configuration services including set up and change management of supported SW and HW.
This assures that all hosted supported SW and HW are properly tested prior to entering production, that monitoring and surveillance services including reporting and alerting in 24x7 regime will be performed accordingly to industry best practices.
Service Desk support will be organized and accessible to clients according to agreed response times, via agreed communication channels, rules and procedures.
Service provider assures its Support Services with its references and high-level specialized personnel (i.e. 2 ITIL Service Management Experts, HDI Support Center Managers, etc.), too.
An effective Service desk supported by on and off-site technical services is a critical component to successful service level delivery and performance. The Service Desk provides the first point of contact between the Client and the Supplier in the event of difficulties and is usually responsible for incident control and incident management in respect of the services provided.
The Service desk has the following characteristics:

- it acts as the key strategic function in achieving customer satisfaction
- it supports the reduction of the cost of supporting the Service infrastructure
- it manages the process of change to services and customer relationships
- it seeks to reduce the costs of providing the services
- it strengthens the customer relationship and acts of the main contact point
- it assists in the identification of new business opportunities
- It participates in escalation procedures

The Supplier will provide ongoing assistance to the Client to support the Services provided. This will include Service Desk facilities and Support services. The Service desk and Support services as well as its availability will be further defined in respective SLA.
Our current Service desk capabilities offer 24 x 7 support via various contact channels. The service is fully scalable in any aspect. Our highly skilled Service Desk personnel is capable of supporting both technical and application related issues.

Service Desk is based on ITIL and HDI best practices.

7. Project Management

In case of success, tenderer will allocate its resources accordingly to detailed project plan, agreed between Customer and Provider (Tenderer). A detailed project plan should include:

- Resources and availability of provider's staff (HR policy, resource selection methodology, personnel management).
- Description of how the tenderer will deploy a hosting project (analyze, plan, design, test, deploy) including timeline, resource planning and project management.
- Description of how the tenderer ensures proper quality of his services (benchmarking, auditing, measurement).

Project methodology will be based on either PRINCE2 and CMM/Project Management Maturity Model or PMI and Project Management Process Maturity Model (PM^2). As we can provide management personnel with both, this would depend on Customers preferences or its existing Project management methodology. Quality of services will be provided through respective Support Services, including monitoring and reporting (described in PRO.view part of the tender documentation and Business Case). Project management approach will be highly integrated with overall Service Management practices, especially in area of change Management, Release Management, Configuration Management, Service Level Management and Availability Management.

7.1 **Provision of BC/DR services**

Tenders will provide BC/DR services according requirements and will prepare disaster recovery plan to satisfy demand if complete system failure is lasting more than twenty-four (24) hours from the time its notified by any means of communications to the contractor. Tenderer will provide 24-hour monitoring on production system and will correct and errors, warring in shortest period availably. Secondary location is situated

more than 100km apart from primary site. We will provide replication of whole data on central storage on primary location to secondary location. We will use NetApp replication protocol in combine with VMware site recovery manager for virtualization server.

An effective disaster recovery solution protects against the losses in productivity, reputation, and revenue that can occur as a result of downtime. You can boost cost efficiency and get maximum return on your investment if that solution can also reduce costs and let you use your DR facility for business intelligence. Such cost efficiency makes it easier to provide DR for more of your data.

The amount of downtime you can tolerate will vary, depending on the application and your distance requirements. ACER might want to implement an RPO of zero for applications with high change rates and a short distance requirement (200km), in which case NetApp MetroCluster software is more appropriate. If longer distances are required, an RPO of minutes or hours might be appropriate. ACER can use SnapMirror asynchronous replication, the most flexible and cost-effective solution, to meet low RPOs over a long distance.

SnapMirror works between all FAS platforms and can be implemented in many-to-one, one-to-many, and cascading configurations. Integration with SnapManager® enables application-consistent protection and reduces RTO using advance restore capabilities such as automated VM failover and Exchange single mailbox restore.

In addition, ACER can protect against mirrored corruption with SnapMirror. Typically, any corruption in the primary site is replicated to the secondary site, making failover to the current mirror futile for recovery purposes. With SnapMirror, ACER can *failover* to an earlier point in time Snapshot copy, which can help ACER keep applications running with minimum downtime in the event of the need to recover from mirrored corruption.

Using asynchronous SnapMirror together with the core technologies of Data ONTAP, including NetApp Snapshot and deduplication, you can extend NetApp space saving technologies to your DR storage environment. These efficiencies can help:

- Reduce secondary storage requirements

- Minimize bandwidth utilization
- Accelerate data transfers

Use of Snapshot and deduplication to reduce the amount of data that is actually transmitted over the network. Replication based on Snapshot sends only changed blocks, and deduplication enables only unique blocks to be sent. We can further cut bandwidth needs and costs by using built-in SnapMirror network compression tools to compress data before sending it over the wire. With less data to send and lower bandwidth utilization, you can complete transfers more quickly and reduce both RTO and RPO.

VMware Site Recovery Manager (VMware SRM) is a disaster recovery and business continuity solution that provides automated orchestration of failover/failback procedures, non-disruptive testing and policy-based management.

VMware SRM automates the recovery or migration of virtual machines between protected site and a recovery site. Protected site is nothing but your primary site where active production workloads are running and recovery site is the datacenter location where you want to move your production workloads in case of Disaster like natural calamities in your primary datacenter. VMware SRM is often used for a planned migration and preventive failovers to ensure business continuity. It also provides the recovery of multiple protected sites to one recovery site. Some of the main features VMware SRM provides are Centralized recovery plans, Non-disruptive recovery testing, Automated disaster recovery failover, Planned migration and disaster avoidance and Automated failback

82

ORIGINAL

F1

IT hosting services for the Agency for the Cooperation of Energy Regulators

Framework Contract

CASE STUDY

Document details:

Date	Version	Change Description	Author
24.06.2016	1.0	Initial version	

Contents

1. Solution Proposal

1.1 Overview

Our approach is based on PRINCE2 and ITIL principles of preparing business case:

PRINCE2 view:
The purpose of the business case is to establish mechanisms to judge whether the project is (and remains) desirable, viable and achievable as a means to support decision-making in its (continued) investment.

ITIL v3 (Service Strategy) view:
Justification for a significant item of expenditure. Includes information about Costs, benefits, options, issues, Risks, and possible problems.

Business Case Analysis is based upon Function point estimates Technique – estimates logical business views of components of the solution, e.g., for each function: inputs, outputs, tables, queries, and interfaces.

Solution is spread among two locations, the distance between these two locations is bigger than 100km. Both DCs are ISO 27.001 certified and have all security measurements taken to satisfy requirements in tender. We have video surveillance system installed, two level entry control, fire sensors, redundant air conditioning units, redundant power sources (one direct circuit from electricity company, one from 30kVA diesel aggregate with inline 30kA UPS.

On each location we will install two modular servers with 8 CPU and 1TB of RAM. On both server VMware Enterprise Plus with vSOM will be installed. For management and provisioning VM servers web interface via VMware vCloud will be provided. Server will be connected to NetApp storage via Brocade SAN switch with 16GB fiber channel connection and with 10GBs over NFS or iSCSI protocol. NetApp storage will be build up with controllers 8040 in HA pair. One SSD shelf with 800GB SSD, one SAS shelf with 1.8 TB SAS and one SATA shelf with 4TB SATA drives will be connected to storage on primary location. We will use storage on secondary location also for backup purpose so we will add additional 2 shelfs with 6TB SATA drives for Backup/Arching functionality. Replication will be done over Ethernet connection to remote location via SnapMirror and SnapVault protocol. Disaster recovery will be triggered with VMware solution Site Recovery Manager. Site recovery manager is intergraded with NetApp replication protocol SnapMirror. Complete solution will be managed via vCloud director and we will provide customer management IP. All required licensing is provided via service provider model and are on monthly basis.

1.2 Proposed Hardware

1.2.1 Servers

Qty MI	BULL Reference "MI"	Description
1	PKMD200-0008	BULLION S8
1	BASB122-4850V3	BULLION S 2-SOCKETS 14C E7-4850V3
1	PBPR002-0000	PERFORMANCE MEMORY ARCHITECTURE
4	CMMB904-0064	64GB MB-4X16GB DDR4 1600MHZ ECC RDIMM-DR 1.5V
4	DMMB100-0000	DUMMY MEMORY BLADE
1	CKTB700-0001	MEGARAID SAS 12GB/S 0,1,5,10, 50 CONTROLLER BLADE
1	CKTB400-E16D	PCI-E F/C 16GB/S DUAL HBA W/O CABLE-LPE16002-BLADE
5	DPCI100-0000	DUMMY PCI-E BLADE
2	MSUU601-0072	1TB 2,5" 7.2KRPM SATA HDD

1	PKHU500-00R1	RAID 1 ACTIVATION SERVICE - 2HDDS, SAME DISK CAPA.
1	PSUS100-1600	BULLION S - 2 HOTSWAP 80+ PLATINUM 1600W PSU
1	PSUB100-0000	ACTIVE/PASSIVE POWER SUPPLY
1	PKVM200-0006	NATIVE VMWARE 6
1	VMHY100-0006	HYPERVISOR 6 INSTALLER-EXTERNAL USB FLASH DRIVE
1	PRHY100-0006	HYPERVISOR 6 PRELOAD
1	LABS300-NS18	BULLION S LABEL SYSTEM XAN-S18
1	BASB122-4850V3	BULLION S 2-SOCKETS 14C E7-4850V3
1	PBPR002-0000	PERFORMANCE MEMORY ARCHITECTURE
4	CMMB904-0064	64GB MB-4X16GB DDR4 1600MHZ ECC RDIMM-DR 1.5V
4	DMMB100-0000	DUMMY MEMORY BLADE
1	CKTB400-E16D	PCI-E F/C 16GB/S DUAL HBA W/O CABLE-LPE16002-BLADE
6	DPCI100-0000	DUMMY PCI-E BLADE
1	PSUS100-1600	BULLION S - 2 HOTSWAP 80+ PLATINUM 1600W PSU
1	PSUB100-0000	ACTIVE/PASSIVE POWER SUPPLY
1	BASB122-4850V3	BULLION S 2-SOCKETS 14C E7-4850V3
1	PBPR002-0000	PERFORMANCE MEMORY ARCHITECTURE
4	CMMB904-0064	64GB MB-4X16GB DDR4 1600MHZ ECC RDIMM-DR 1.5V
4	DMMB100-0000	DUMMY MEMORY BLADE
7	DPCI100-0000	DUMMY PCI-E BLADE
1	PSUS100-1600	BULLION S - 2 HOTSWAP 80+ PLATINUM 1600W PSU
1	PSUB100-0000	ACTIVE/PASSIVE POWER SUPPLY
1	BASB122-4850V3	BULLION S 2-SOCKETS 14C E7-4850V3
1	PBPR002-0000	PERFORMANCE MEMORY ARCHITECTURE
4	CMMB904-0064	64GB MB-4X16GB DDR4 1600MHZ ECC RDIMM-DR 1.5V
4	DMMB100-0000	DUMMY MEMORY BLADE
1	CKTB601-D0NM	10GB/S DP ETH SERVER ADAPTER - SR BLADE-OCE14102
6	DPCI100-0000	DUMMY PCI-E BLADE
1	PSUS100-1600	BULLION S - 2 HOTSWAP 80+ PLATINUM 1600W PSU
1	PSUB100-0000	ACTIVE/PASSIVE POWER SUPPLY
1	CBSB100-0008	CONNECTING BOX FOR BULLION S8
6	FIBR007-M003	OPTICAL FIBRE OM3 MULTI-MODE (SW) LC-LC CABLE 3M
2	CBLE429-E603	ETHERNET CABLE RJ45M/RJ45M CAT 6 3M

1.2.2 Storage

Part Number	Product Description	Ext. Qty
FAS8040A-001-R6	FAS8040 High Availability System [Cat: L]	4
X6227-R6-C	Chassis,FAS8040/60/80 W/CNTRL Slots,AC PS,-C [Cat: L]	2
X6585-R6-C	Cable,Ethernet,3m RJ45 CAT6,-C [Cat: M]	2
X6553-R6-C	Cable,Cntlr-Shelf/Switch,2m,LC/LC,Op,-C [Cat: M]	16
X6559-R6-C	Cable,SAS Cntlr-Shelf/Shelf-Shelf/HA,5m,-C [Cat: M]	16
X6562-R6-C	Cable,Ethernet,5m RJ45 CAT6,-C [Cat: M]	8
X6566B-05-R6-	Cable,Direct Attach CU SFP+ 10G,0.5M,-C [Cat: C]	4

C		
X6599A-R6-C	SFP+ Optical 10Gb Shortwave,FAS80X0,-C [Cat: L]	8
X5515A-R6-C	Rackmount Kit,4N2,DS14-Middle,-C,R6 [Cat: M]	2
X5526A-R6-C	Rackmount Kit,4-Post,Universal,-C,R6 [Cat: L]	4
X6596-R6-C	SFP+ FC Optical 16Gb,-C [Cat: L]	8
X800-42U-R6	Power Cable,In-Cabinet,C13-C14 [Cat: C]	8
X5526A-R6	Rackmount Kit,4-Post,Universal,R6 [Cat: L]	4
X6558-R6	Cable,SAS Cntlr-Shelf/Shelf-Shelf/HA,2m [Cat: M]	10
X6560-R6	Cable,Ethernet,0.5m RJ45 CAT6 [Cat: M]	1
DOC-80XX-C	Documents,80xx,-C [Cat: L]	2
X800-42U-R6-C	Power Cable,In-Cabinet,C13-C14,-C [Cat: C]	12
DS2246-SL384-24S-0P-R6-C	SSD SHLF,24x1.6TB,0P,-C [Cat: M]	2
DS4246-07-8-24B-QS	DSK SHLF,24x8TB,7.2K,-QS [Cat: M]	2
OS-ONTAP1-CAP1-0P-C	OS Enable,Per-0.1TB,ONTAP,Cap-Stor,0P,-C [Cat: E]	1920
OS-ONTAP1-CAP3-0P-C	OS Enable,Per-0.1TB,ONTAP,Ultra-Stor,0P,-C [Cat: E]	768
SW-2-8040A-SM-SVLT-BDL-C	SW-2,SnapMirror-SnapVault Bundle,8040A,-C [Cat: N]	4
SW-2-8040A-CIFS-C	SW-2,CIFS,8040A,-C [Cat: N]	4
SW-2-8040A-ISCSI-C	SW-2,iSCSI,8040A,-C [Cat: N]	4
SW-2-8040A-SMGR-C	SW-2,SnapMgr and SnapCenter Suite,8040A,-C [Cat: N]	4
SW-2-8040A-SRESTORE-C	SW-2,SnapRestore,8040A,-C [Cat: N]	4
CS-N-SSP-NBD-VA	Extended Warranty Hardware Support,VA [Cat: T]	2
CS-N-SSP-VA	NetApp SW Support Plan,VA [Cat: T]	2
X6561-R6	Cable,Ethernet,2m RJ45 CAT6 [Cat: M]	4

Grand Total:		

1.2.3 Network

Part number	Description	Quantity
N5K-C5672UP	Nexus 5672UP 1RU, 32x10G SFP+, 16pxUP SFP+, 6x40G QSFP+	3
CON-SCN-5672UP	SC CORE 8X5XNBD Nexus 5672UP 1RU, 32	3
N5672-ACC-KIT	Nexus 5672 Chassis Accessory Kit	3
CAB-9K10A-EU	Power Cord, 250VAC 10A CEE 7/7 Plug, EU	6
N6KUK9-710N1.1B	Nexus 5600/6000 Base OS Software Rel 7.1(0)N1(1b)	3
N56-BAS1K9	Nexus 5600 Series LAN Base License	3
N56-VMFEX9	Nexus 5600 VM-FEX license	3
NXA-PAC-1100W	Nexus 1100W Platinum PS, Port side Exhaust airflow	6
N6K-C6001-FAN-F	Nexus 6001 Fan for Port Side exhaust (Front to Back) airflow	9
N1K-VLCPU-96-ESSTL	Nexus 1000V Essential Edition Paper Delivery License Qty 96	3
N56-LAN1K9-P	Limited Time Promotion for Nexus 5600 Series LAN Enterprise	3
WAN routers		
ISR4451-X/K9	Cisco ISR 4451 (4GE,3NIM,2SM,8G FLASH,4G DRAM)	3
CON-SCN-ISR45XK9	SC CORE 8X5XNBD Cisco ISR4451 (4GE,3	3
SL-44-IPB-K9	IP Base License for Cisco ISR 4400 Series	3
SL-44-APP-K9	AppX License for Cisco ISR 4400 Series	3
PWR-4450-AC	AC Power Supply for Cisco ISR 4450 and ISR4350	3
PWR-4450-AC/2	AC Power Supply (Secondary PS) for Cisco ISR 4450	3
CAB-ACE	AC Power Cord (Europe), C13, CEE 7, 1.5M	6
WAAS-RTU-2500	WAAS and VWAAS Right to Use for 2500 connections	3
POE-COVER-4450	Cover for empty POE slot on Cisco ISR 4450	6
ISRWAAS-RTU-2500	ISRWAAS RTU for 2500 connections	3
NIM-BLANK	Blank faceplate for NIM slot on Cisco ISR 4400	9
MEM-4400-4G	4G DRAM (2G+2G) for Cisco ISR 4400	3
SM-S-BLANK	Removable faceplate for SM slot on Cisco 2900,3900,4400 ISR	6
MEM-4400-DP-2G	2G DRAM (1 DIMM) for Cisco ISR 4400 Data Plane	3
MEM-FLASH-8G	8G Compact Flash Memory for Cisco ISR 4450	3
SISR4400UK9-316S	Cisco ISR 4400 Series IOS XE Universal	3

1.2.4 Firewall

Firewalls		
CPAP-SG15400-NGTX-HPP	15400 Next Generation Threat Prevention & SandBlast™ (NGTX) Appliance - High Performance Package (HPP)	3
CPSB-NGTX-15400-1Y	Next Generation Threat Prevention & SandBlast™ Package for 1 year for 15400 Appliance	15
CPSB-DLP-L-1Y	Data Loss Prevention (DLP) Blade for 1 year - for high-end appliances	12
CPSB-ASPM-L-1Y	Anti-Spam and Email Security Blade for 1 year, for high-end appliances	12
CPSB-MOB-50	Mobile Access Blade for 50 concurrent connections	3
CPCES-CO-STANDARD-ADD	Standard Collaborative Enterprise Support (5years)	3

CPAP-SM210	Smart-1 210 Appliance with Policy, Log and Event Security Management for 10 Security Gateways	2
CPSB-EVS-SM210-1Y	SmartEvent and SmartReporter for Smart-1 210 Appliance, for 1 years	10
CPSB-MNTR	Security Management - Monitoring Blade (MNTR)	2
CPCES-CO-STANDARD-ADD	Standard Collaborative Enterprise Support (5years)	2

1.2.5 Equipment owned by Agency

For equipment owned by agency we provide rack space in private caged room. Cage is lock via central card system and fingerprint. Whole space is monitored via central security system. All racks powered by double separated power lines by diesel aggregate and direct from main power source. Place has two completely independent air conditioning units. Whole room has cross zoned fire detection above and below raised floor, under floor inert gas suppression, security cameras, Physical barriers, locks, cardkey access system and Water leak detection. Three-level fire detection and extinguishing system using Argon inert gas installed in: rooms, false ceiling and raised floor, all dividing walls and all doors within the Data Center are certified REI 180. The DC was built following all the anti-seismic construction code and has awarded the construction permits at its time.

Professional services with vendor certified staff is also provided and are located on premises during the day. Off working hours' duty engineer is available on premise. We also provide 24/7 monitoring of IT infrastructure.

1.3 Expert Profiles: tasks and utilization plan

Project Manager (PM)

Minimum education University degree in the field of Computer Science, Computer Engineering, Economics or similar
Knowledge and skills - In-depth knowledge of project management frameworks (i.e. PRINCE2 and/or PMBOK) - Knowledge of project management tools (e.g. Primavera or MS Project, Microsoft Excel); - Excellent command of English language which should allow him to participate to meetings and to draft efficiently minutes and notes to the internal team meetings and external meetings with the contractor and stakeholders.
Experience - Minimum 7 years' experience in IT covering a similar position for at least 5 years (the minimum experiences had to be gained after obtaining the qualification mentioned in 'Minimum education'). - Experience in quality assurance procedures; - Must have successfully completed the project management for at least 2 international projects.

IT Infrastructure Architect

Minimum education University degree in the field of Computer Science, Computer Engineering, Mathematics or similar

Knowledge and skills - Detailed understanding of infrastructure technologies and solutions. - Knowledge of IT governance and operations. - Comprehensive knowledge of hardware, software, application and systems engineering. - Familiar with best practice methodologies pertaining to design and development, systems engineering and integration and service management (such as ITIL). - Analysis skills using analysis methodologies. - Ability to interact with stakeholders, by means of facilitating scoping workshops, in order to drive out requirements. - Grasp of tools and techniques used to capture and prioritise requirements in order to produce designs that deliver business value.
Experience - At least 5 years' experience in the relevant field (the minimum experiences had to be gained after obtaining the qualification mentioned in 'Minimum education'). - Excellent experience in Data Centre design, relocation and transformation projects, - Wide experience of current infrastructure technologies and with major IT companies including Oracle, Sun, Microsoft, IBM, HDS, RedHat, and VMware, EMC, Cisco, HP. - Good experience in network systems design, implementation and management. - Excellent experience in virtualisation technologies and best practices - Excellent experience in designing large highly available resilient IT systems - Familiar with best practice methodologies pertaining to design and development, systems engineering and integration and service management (such as ITIL) utilised in the IT industry in general. - Ability to conceptualise, energise, mobilise and ensure delivery on time, budget and according to customer expectations and company directives

Storage Area Network Engineer

Minimum education University degree in the field of Computer Science, Computer Engineering, Mathematics or similar
Knowledge and skills - Knowledge of storage clustering, virtualisation, SAN and networking functionality. - Ability to monitor system performance and utilization. - Ability to create documentation based on functions and tasks performed.
Experience - At least 5 years' experience in the relevant field (the minimum experiences had to be gained after obtaining the qualification mentioned in 'Minimum education'). - Minimum 3 years' experience in storage (SAN and NAS) administration and other related experience - Extensive experience in working on multiple vendor platforms including but not limited to EMC, HP, NetApp, Hitachi, and IBM and their associated file system structures. - Experience in supporting Fibre Channel switches (Brocade, Cisco etc.) HBAs and zoning and an understanding of SAN design in a heterogeneous environment. - Certifications: at least 1 certification for each proposed storage component.

Network Engineer

Minimum education University degree in the field of Computer Science, Computer Engineering, Mathematics or similar
Knowledge and skills - Extensive knowledge of network system engineering methods, configuration and management of networking components and various networking services. - Extensive knowledge of network operations. - Good leadership skills and the ability to guide and provide technical direction and supervision for a given project.
Experience - At least 5 years' experience in the relevant field (the minimum experiences had to be gained after obtaining the qualification mentioned in 'Minimum education'). - At least 2 certifications on proposed LAN component (router – switching, etc.). - Working knowledge of major networking components and hardware components.

Virtualisation Engineer

Minimum education University degree in the field of Computer Science, Computer Engineering, Mathematics or similar **Knowledge and skills** - Transforming business requirements and specifications into efficient virtualisation infrastructure- - Designing robust systems for the expanding and maturing the virtualisation environment, designing complex virtual infrastructure solutions in a mid-to-large scale data centre environment - Excellent knowledge of server and desktop virtualisation technologies. - Understanding of storage, network and hardware technologies. - Lead or work on a variety of teams with members of multiple groups to proactively address support issues. - Liaison with other IT teams to gain consensus, provide status updates and present remediation solutions.
Experience - At least 4 years' experience in the relevant field ((the minimum experiences had to be gained after obtaining the qualification mentioned in 'Minimum education'). - At least 1 certification on the proposed virtualisation component. - Excellent experience in designing virtualisation infrastructure that meets customer requirements.

Infrastructure Server Engineer

Minimum education University degree in the field of Computer Science, Computer Engineering, Mathematics or similar OR secondary education attested by a diploma giving access to post-secondary education and appropriate professional experience of three years
Knowledge and skills - Investigating, reporting and resolving problems, including documenting of solutions. - Understanding of VLANs, TCP/IP networks and routing.

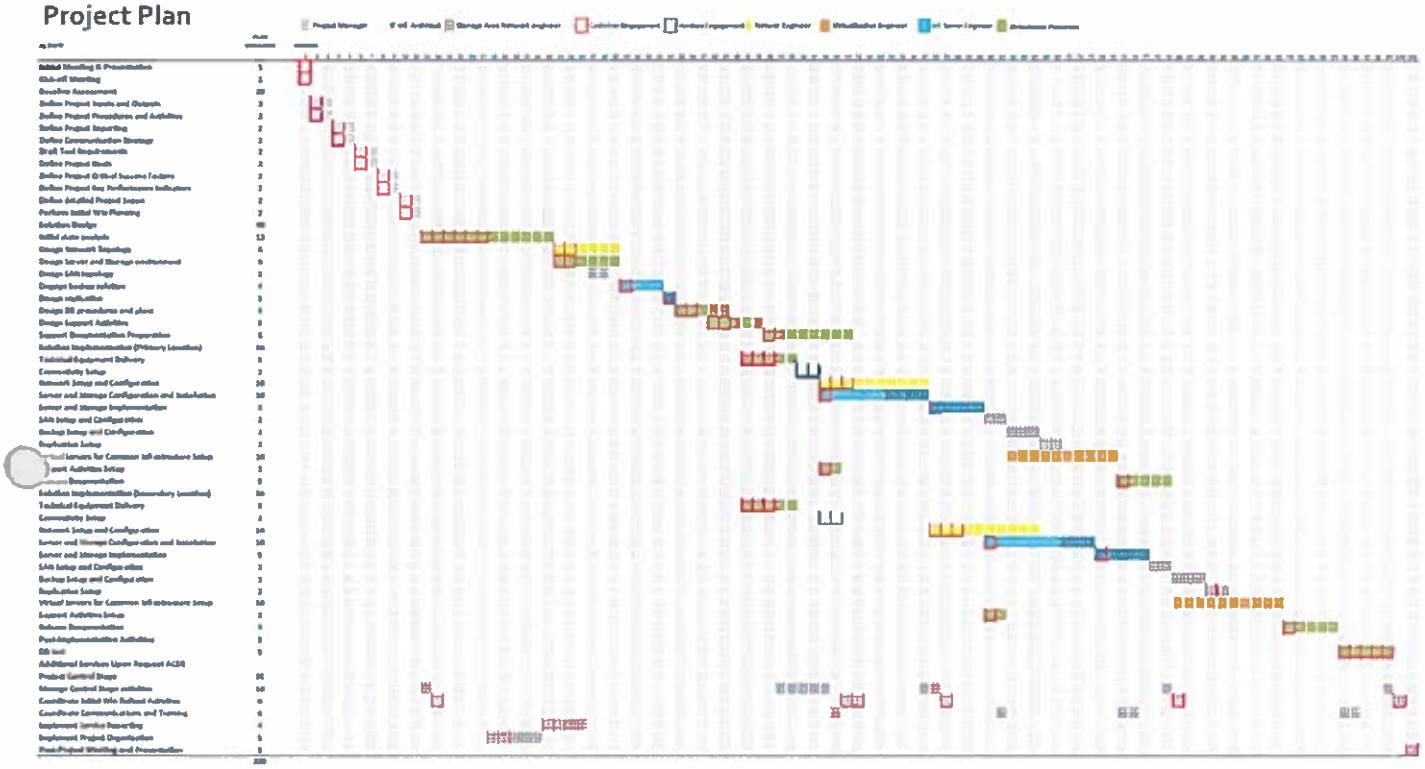
- Be proactive when dealing with customer incidents and service requests. - Excellent knowledge of the hardware of the proposed server brand. - Understanding backup, monitoring/surveillance and anti-malware solutions
Experience - At least 3 years' experience in the relevant field (in case of secondary educations this means additional 3 years of experience) (the minimum experiences had to be gained after obtaining the qualification mentioned in 'Minimum education'). - At least 1 certification on the proposed server brand. - Experience in building, changing and decommissioning server hardware. - Experience in testing and managing hot fixes, patches and upgrades.

Tasks and utilizations are presented in GANT chart.

1.3.1 GANTT chart (detailed time schedule)

ACER Gantt project plan PIC.pdf

Project Plan



1.4 Network Topology

Hierarchical network design has been commonly used in enterprise networking for many years. This Model uses redundant switches at each layer of the network topology (in our access access,distribution and core layer are combined) for device-level failover that creates a highly available transport between end nodes using the network. Data center networks often require additional services beyond basic packet forwarding, such as server load balancing, firewall, or intrusion prevention.

This Data Center solution is designed with the following requirements in mind:

- High throughput network
- High availability (HA)
- Scalability
- Security and encryption

The DCI (DataCenter Interconnect) layer is introduced to provide LAN extension functionality core to the DCI solution. Primary DC in Ljubljana and secondary DC in Udine (Italy) will be connected through a secure encrypted IPsec connection between CheckPoint Firewall cluster on primary site and CheckPoint standalone firewall on remote

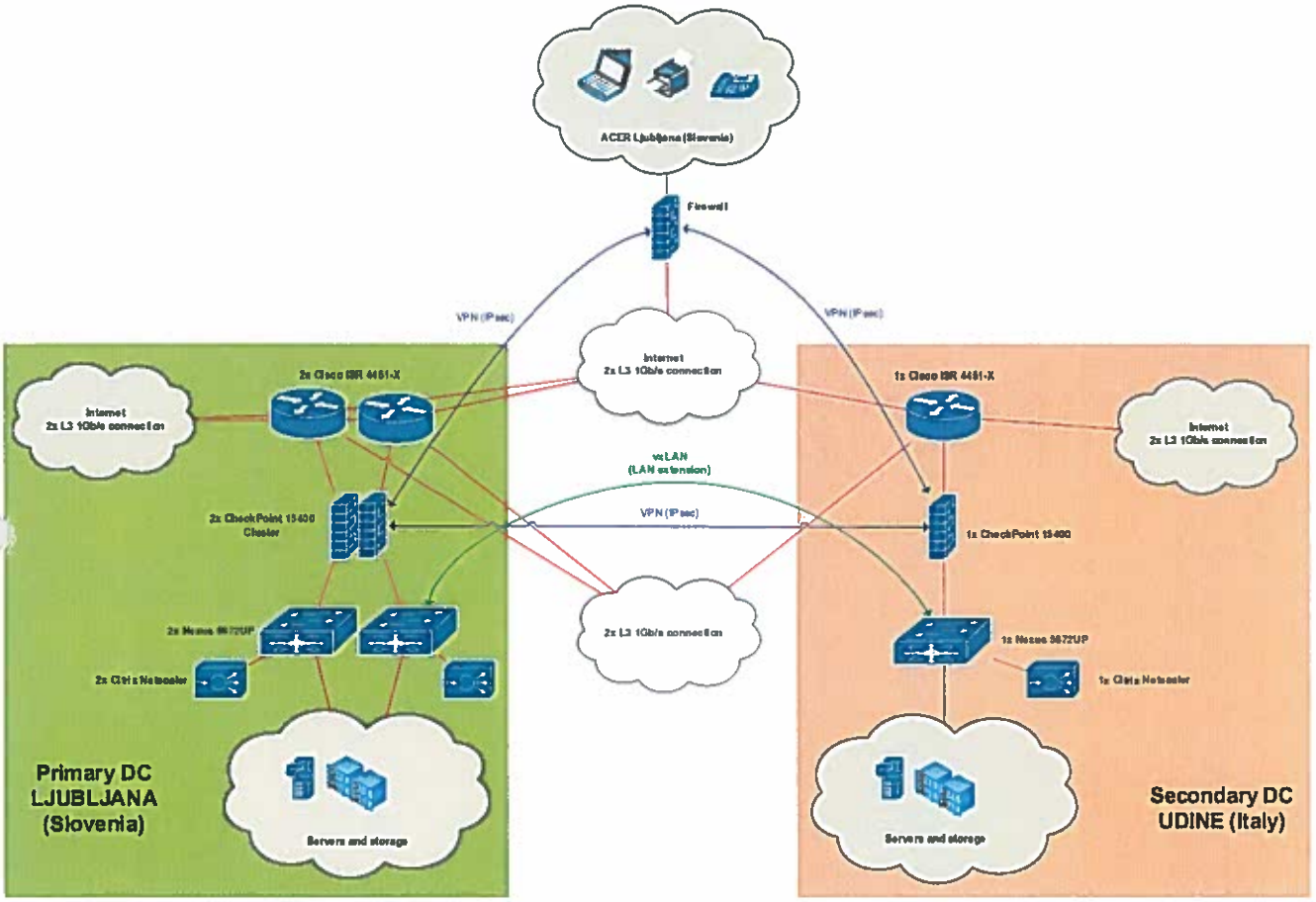
(secondary) site. Since we want to use the same private IP addresses on both sites in the server segment we will use available VXLAN technology on Cisco Nexus 5672UP switches for LAN extension.

There are two Cisco ISR 4451-X routers on the primary site which will connect the site to the internet with two 1Gb/s links using redundancy mechanisms (HSRP) for active/standby scenario on the LAN side and BGP connection to internet providers for PI (provider independent) address space announcement. The same scenario without HSRP is true for the secondary site.

On the primary DC site is the firewall CheckPoint 15400 cluster for maximum resiliency which secures the network for the outside world using all the advanced security mechanisms (L1-L4 firewall, application control (L7), anti-bot, anti-spam and email security, malware and 0-day protection, anti-virus, DLP...). On the backup site in Udine (Italy) there is only one firewall with all the same functionalities. For the central management purposes, advanced reporting there is also Smart management device in the primary site and secondary site.

All servers are connected in the primary DC directly to Nexus 5672UP switches with 10 Gb/s redundant links and using Cisco vPC ensuring high availability.

Management of the network equipment will be available only through secure connections from only predefined sources and access will be granted via TACACS+ server which enables us to have central access management with options to authorize different set of access for different users and logging each command for each user.



1.5 Technology and Organizational security measures

Security Performance Requirement 1:

Site infrastructure subsystems or Building Services training programs shall protect the Data Center from:

- . power quality problems and outages up to 15 minutes
- cooling outages of up to 2 minutes
- fire

- water leaks
- smoke and air borne contamination
- human error
- accidents
- breaches in physical security

Actions:
Building Services shall operate and maintain site infrastructure subsystems. In the event a problem occurs, Building Services shall provide rapid trained response to contain the problem and quickly restore full functionality.

Building Services shall conduct a systematic predictive maintenance program for each site infrastructure subsystem to identify and prevent problems before they occur. The maintenance program will be prepared annually by Building Services. IS will review and approve both the plan and its schedule.

All construction or repair work affecting infrastructure systems upon which the Data Center is dependent will be conducted by Building Services with review and approval by IS of the task plans.

Exception: Safety of personnel has a higher priority over restoring Data Center uptime.

Other Security aspects covered (further details will be defined in SLA):

7.1 Physical access

"The Client is to ensure that the Supplier's employees and sub-contractors are given reasonable authorised access to premises and equipment in order that the Services may be delivered and maintained in accordance with the terms of this Agreement."

7.2 Logical access

"The Client is to ensure that the Supplier's employees and sub-contractors are given necessary access to the software and systems in order that the Services may be delivered and maintained in accordance with the terms of this Agreement."

7.3 Compliance with Client security policies

"In the event that the Client operates formal security policies, the Supplier will ensure that its employees are aware of such policies and will ensure ongoing compliance with the policy statements. The Client will provide the Supplier with up to date information on its security policies and keep the Supplier informed about any changes to these policies."

7.4 Information and data security measures

"The Supplier will manage information and data security with reasonable efforts to restrict unauthorized access. The Supplier will make best endeavours to ensure that its employees and representatives are fully aware of the risks associated with information and data security issues."

7.5 Disaster recovery

The Supplier will ensure that information and data under its responsibility is properly backed up on a daily basis and also that arrangements are made for recovery processes to be installed to minimise any potential disruption to the Client's business. The Supplier is required to ensure that proper measures are in place to enable continuation of services in the event of unexpected disruptive events. These measures to include implementation and pre-testing of formal disaster recovery and business continuity planning in the Supplier's business."

1.6 SLA proposal

SLA - Maintainance Plan (Scope).doc

SLA / MAINTAINANCE PLAN SCOPE

It is understood that all maintenance issues are executed and delivered as described in (sample made just for this purposes) Service Level agreement. Due to limited access to Customers IT environment and organization, the SLA proposal only contains an index of areas that are to be included.

Furthermore, a level of details (included in this SLA sample) should be agreed between a Customer and Provider according to Customers business needs and requirements. This (details) applies to scope of standard and non-standard services, required and agreed Service Level Requirements, Metrics, Measurement and Reporting, Monitoring, Processes (escalations, roles and responsibilities, contacts,..) etc.

1. INTRODUCTION TO SERVICE LEVEL AGREEMENT

1.1 ...Purpose and objectives
1.2 ...Parties to the Agreement
1.3 ...Date of Commencement
1.4 ...Duration of Agreement

2. SCOPE OF WORK

2.1 Standard Services
2.2 Non-standard Services
2.3 Service availability
2.4 Place of Service Delivery
2.5 Changes to Services
2.6 Client delays

3. PERFORMANCE, TRACKING AND REPORTING

3.1 How each individual service will be monitored
3.2 Benchmarks, targets and metrics to be utilised
3.3 Service level reporting
3.4 Service review meetings

4. PROBLEM MANAGEMENT

4.1 Support and Service desk services
4.2 Problem definition
4.3 Problem escalation

5. CUSTOMER DUTIES AND RESPONSIBILITIES

5.1 Processing and authorisation of invoices
5.2 Client personnel, facilities and resources

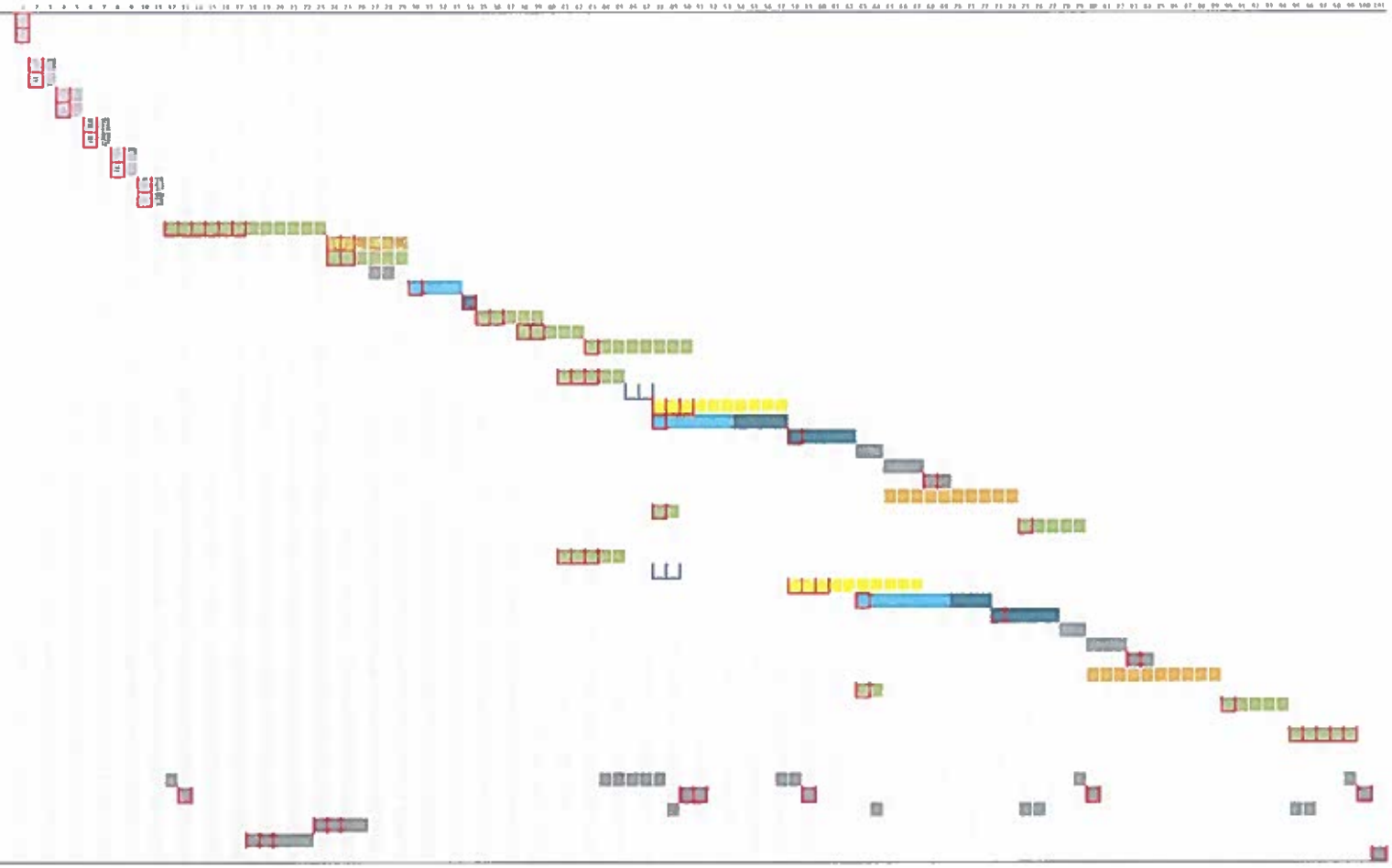
90-1

90-2

Project Plan

Project Manager | IT Inf. Architect | Storage Area Network Engineer | Customer Engagement | Vendors Engagement | Network Engineer | Virtualization Engineer | Inf. Server Engineer | All technical Personnel

ACTIVITY	PLAN DURATION
Initial Meeting & Presentation	1
Kick-off Meeting	1
Baseline Assessment	20
Define Project Inputs and Outputs	2
Define Project Procedures and Activities	2
Define Project Reporting	2
Define Communication Strategy	2
Draft Tool Requirements	2
Define Project Goals	2
Define Project Critical Success Factors	2
Define Project Key Performance Indicators	2
Define detailed Project Scope	2
Perform Initial Win Planning	2
Solution Design	49
Initial state analysis	12
Design Network Topology	6
Design Server and Storage environment	6
Design SAN topology	2
Degsign backup solution	4
Design replication	1
Design DR procedures and plans	5
Design Support Activities	5
Support Documentation Preparation	8
Solution Implementation (Primary Location)	56
Technical Equipment Delivery	5
Connectivity Setup	2
Network Setup and Configuration	10
Server and Storage Configuration and Installation	10
Server and Storage Implementation	5
SAN Setup and Configuration	2
Back up Setup and Configuration	3
Replication Setup	2
Virtual Servers for Common Infrastructure Setup	10
Support Activities Setup	2
Release Documentation	5
Solution Implementation (Secondary Location)	56
Technical Equipment Delivery	5
Connectivity Setup	2
Network Setup and Configuration	10
Server and Storage Configuration and Installation	10
Server and Storage Implementation	5
SAN Setup and Configuration	2
Back up Setup and Configuration	3
Replication Setup	2
Virtual Servers for Common Infrastructure Setup	10
Support Activities Setup	2
Release Documentation	5
Post-Implementation Activities	5
DR test	5
Additional Services Upon Request ACER	
Project Control Stage	31
Manage Control Stage activities	10
Coordinate Initial Win Rollout Activities	6
Coordinate Communications and Training	6
Implement Service Reporting	4
Implement Project Organization	5
Post-Project Meeting and Presentation	1
	270



90-3