In folgenden Projekten hat der Bewerber, ein Mitglied der Bewerbergemeinschaft oder ein Subauftragnehmer in den letzten 3 Jahren ähnliche Leistungen erbracht. Für jedes Projekt ist eine Kopie der Tabelle auszufüllen (bei Bedarf diese Seite daher bitte kopieren und beilegen). Durch die Bekanntgabe der Kontaktperson beim Auftraggeber stimmt der Auftragnehmer zu, dass der Auftraggeber mit der Kontaktperson Kontakt aufnimmt und die Kontaktperson über die Auftragsabwicklung Auskunft erteilt.

In the following project, the company, (or as a member of the syndicate or a subcontractor) has delivered a similar project as tendered in the past 3 years. We hereby agree that the contact person from the customer listed below can be contacted by tenderer to be interviewed regarding the delivery capabilities.

Projektname: *Projectname:*	Tera-1000-2-Part 1
Grobkonzept des Projektinhaltes (Kurzbeschreibung der Leistungsschwerpunkte) und Angaben zur sachlichen Nähe *Basic concept of the project (short description of deliveries) and related information*	- Bull Sequana X1000, Intel Xeon Phi 7250 68C 1.4GHz - Bull BXI 1.2 interconnect - GPL performance: 11.96PF/s No further details disclosed as this system is part of CEA's DAM (Directorate of Military Applications).
Name Referenzauftragnehmer Name of contractor:	Bull SAS (a subsidiary of Atos SE)
Funktion des Referenzauftragnehmers (Generalunternehmer/Mitglied einer ARGE/Subunternehmer): *Function of contractor (General contractur/Member of a syndicate/Subcontractor)*	General Contractor
Name und Anschrift des Auftraggebers: *Name and address of customer:*	Commissariat à l'énergie atomique et aux énergies Alternatives (CEA) CEA/DAM Ile-de-France – Bruyères-le-Châtel 91297 Arpajon cedex - France
Ansprechpartner beim Auftraggeber: Contact person at customer: Name: Tel: Fax: E-Mail:	Hervé Lozach Head of the CEA DAM Supercomputing program +33 6 85 91 59 54 herve.lozach@cea.fr
Auftragswert gesamt in EUR (exkl. USt.) *Total contract volume (excl. VAT)*	> 30 M€
Im Falle einer ARGE, Anteil des Referenzauftragnehmers an der Leistungserbringung in %	na

Ort der Leistungserbringung *Place of delivery/installation*	Commissariat à l'énergie atomique et aux énergies Alternatives (CEA) CEA/DAM Ile-de-France – Bruyères-le-Châtel 91297 Arpajon cedex - France
Projektbeginn (Jahr/ Monat) *Project start (year/month)*	November 2017
Projektende (Jahr/ Monat / Tag) *Project end (year / month / day)*	Ongoing (maintenance)
Wurde die Leistung fachgerecht und ordnungs-gemäß ausgeführt? *Were the delivery and services performed properly?*	Yes

Datum, Firmenstempel und rechtsgültige Unterschrift sowie Name des Unterfertigenden in Blockbuch-staben
Wednesday, June 10th, 2020 DAM ILE DE FRANCE DEPARTEMENT SCIENCES DE LA SIMULATION ET DE L'INFORMATION BRUYERES-LE-CHATEL 91297 ARPAJON Cedex Hervé Lozach - Head of Simulation and Information Sciences Division

(Date, Firm stamp, Signature and Name of Signee)

In the following questionnaire, COMPANY refers to

> Atos
>
> River Ouest, 80 quai Voltaire
> 95877 Bezons cedex – France

CUSTOMER refers to

> Commissariat à l'énergie atomique et aux énergies Alternatives (CEA)
>
> CEA/DAM Ile-de-France - Bruyères-le-Châtel
> 91297 Arpajon Cedex – France

1 HPC System

Please give a short description of the HPC system for which COMPANY provides/has provided service and support (e.g. *a 2000 node cluster with two 16 core CPUs of type X, 200 nodes equipped with accelerator type Y, 3D torus EDR InfiniBand network, 5 Pbyte disk storage, HPL performance 2 PFlop/s, ...*)

- **Tera-1000-2-Part 1**
- Bull Sequana X1000, Intel Xeon Phi 7250 68C 1.4GHz, Bull BXI 1.2 interconnect
- Budget > 30 M€
- GPL performance: 11.96PF/s

No other details disclosed as this system is part of CEA's DAM (Directorate of Military Applications).

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2 Service and Support

- Please specify the start date of the service contract:
- Please specify the duration of the service contract:

Please give a short summary of the services and service levels included in your contract with COMPANY (e.g. *service of all hardware components for five years, telephone and e-mail support for cluster and fabric management, reaction time 4 hours for hardware problems, spare parts X on site, technician on site for three months during the installation phase, ...*)

Usually our service and support contracts are signed for 5 to 6 years with extensions and dismantling options. We have Atos local support teams on site, both for hardware and software maintenance. Main KPI's of the maintenance contract are based on the global availability of the system including non-working hours.

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3 General Information

- The questionnaire only concerns quality of service and support supplied by COMPANY. The quality and performance of the HPC system in question is not relevant.
- Please evaluate the quality of service and support in relation to the service level specified in your contract.
- Please answer **all** questions.
- For all questions, there are four possible answers, as well as "N/A":
  - Choose "++" if support and services fulfil the contractual obligations and quality expectations perfectly or even go beyond obligations and exceed expectations.
  - Choose "+" if support and services fulfil the contractual obligations and quality expectations to a large extent, with minor problems or drawbacks (e.g. *most issues resolved on time, except for one issue with significant delays*).
  - Choose "-" if there are significant problems or drawbacks (e.g. *repeatedly and significantly exceeding response time or time to resolution, repeated quality problems with solutions provided, ...*)
  - Choose "--" if there are major problems or drawbacks (e.g. *non-fulfilment of significant parts of the contract, long-time unresolved issues, lack of competence and poor performance of service personnel, lack of willingness to accept responsibility and to resolve issues, ...*)
  - Choose "N/A" is this question is not applicable (e.g. *was not part of the contract, quality of hardware support cannot be rated because there never were any hardware issues, ...*)
- For every question, there is a comment field. If possible, please give a brief explanation why you chose the rating you did or why the question is not applicable.

4 Questionnaire

4.1 Response Time (Hardware Problems)

Please rate the **response time** for responding to **hardware** problems (e.g. defective nodes, power supplies, hard disks, network components etc.)

[X] ++   [ ] +   [ ] -   [ ] --   [ ] N/A

Comment

4.2 Time to Solution (Hardware Problems)

Please rate the **time to solution** for fixing to **hardware** problems (e.g. defective nodes, power supplies, hard disks, network components etc.)

[ ] ++   [X] +   [ ] -   [ ] --   [ ] N/A

Comment

4.3 Quality of Hardware Service

Please rate the **quality** of repairs and solutions to **hardware** problems (e.g. defective nodes, power supplies, hard disks, network components etc.)

[X] ++   [ ] +   [ ] -   [ ] --   [ ] N/A

Comment

4.4 Competence of Hardware Service Technicians

Please rate the **competence** of **hardware service technicians**

[X] ++   [ ] +   [ ] -   [ ] --   [ ] N/A

Comment

4.5 Response Time (Software Problems)

Please rate the **response time** for responding to **software problems** and **software support requests** (e.g. cluster management, fabric management, batch system, application software etc.)

[X] ++   [ ] +   [ ] -   [ ] --   [ ] N/A

Comment

4.6 Time to Solution (Software Problems)

Please rate the **response time** for responding to **software problems** and **software support requests**.

[ ] ++   [X] +   [ ] -   [ ] --   [ ] N/A

Comment

4.7 Quality of Software Service and Support

Please rate the **quality of software service** and **software support.**

☐ ++   ☒ +   ☐ -   ☐ --   ☐ N/A

Comment

4.8 Competence of Software Service and Support Personnel

Please rate the **competence of software service and support personnel.**

☒ ++   ☐ +   ☐ -   ☐ --   ☐ N/A

Comment

4.9 Communications

Please rate the **communications** between COMPANY and CUSTOMER concerning service and support (e.g. are there well-defined points of contact, do issues get redirected etc.)

☒ ++   ☐ +   ☐ -   ☐ --   ☐ N/A

Comment

4.10 Technical Support Infrastructure

Please rate the **infrastructure** for **service and support** provided by COMPANY (e.g. ticket system, issue tracker, hotline).

☐ ++   ☒ +   ☐ -   ☐ --   ☐ N/A

Comment

4.11 Transparency

Please rate the **transparency** of the **service and support processes** (e.g., is information like status, expected time to resolution, progress report, etc., visible for all issues).

☒ ++   ☐ +   ☐ -   ☐ --   ☐ N/A

Comment

4.12 Documentation

Please rate the **quality** of the **documentation** of the **service and support processes** (e.g. is an archive of all resolved issues available with information like work performed, exchanged parts and their serial numbers, hardware and software configuration changes etc.)

☐ ++   ☒ +   ☐ -   ☐ --   ☐ N/A

Comment

4.13 Overall Satisfaction

Please rate your **overall satisfaction** with **service and support** provided by COMPANY.

| [X] ++ | [ ] + | [ ] - | [ ] -- | [ ] N/A |

Comment

Signature

Name	Hervé Lozach
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Telephone	+33 1 69 26 40 00
Date	Monday, May 26th, 2020
Signature	Hervé LOZACH DAM ILE DE FRANCE DEPARTEMENT SCIENCES DE LA SIMULATION ET DE L'INFORMATION BRUYERES-LE-CHATEL 91297 ARPAJON Cedex