



Web mastering and Web development support contract

Summary Technical Specification

1 BACKGROUND AND OBJECTIVE

ITER Organization (IO) is committed to providing dynamic and up-to-date communication on the ITER project to ITER stakeholders, the local community, the scientific press, the fusion community, the general public, and ITER staff. To this end, the IO has the following major web-based tools at its disposal: the ITER public website, Newslines (weekly), photographs, videos, but also various social media tools (including Facebook, Twitter, LinkedIn, Instagram, Youtube). In addition to that, internal web based tools such as Intranet, Buzz, Techweb, IT service pages also need development, improvement and administration among other things

The ITER Organization intends to set up a new framework contract to support the backbone activities in Web mastering and Web development.

The objective of this call for tender is:

- to select a provider recognized for its expertise in Web mastering and Web development;
- to conclude the framework contract that will supply services in the implementation, exploitation, administration and development and maintenance of the IO web systems and platforms.

The supplier should be represented by a local agency located within 200 km from ITER Organization premises situated at Cadarache – St Paul-lez-Durance (France).

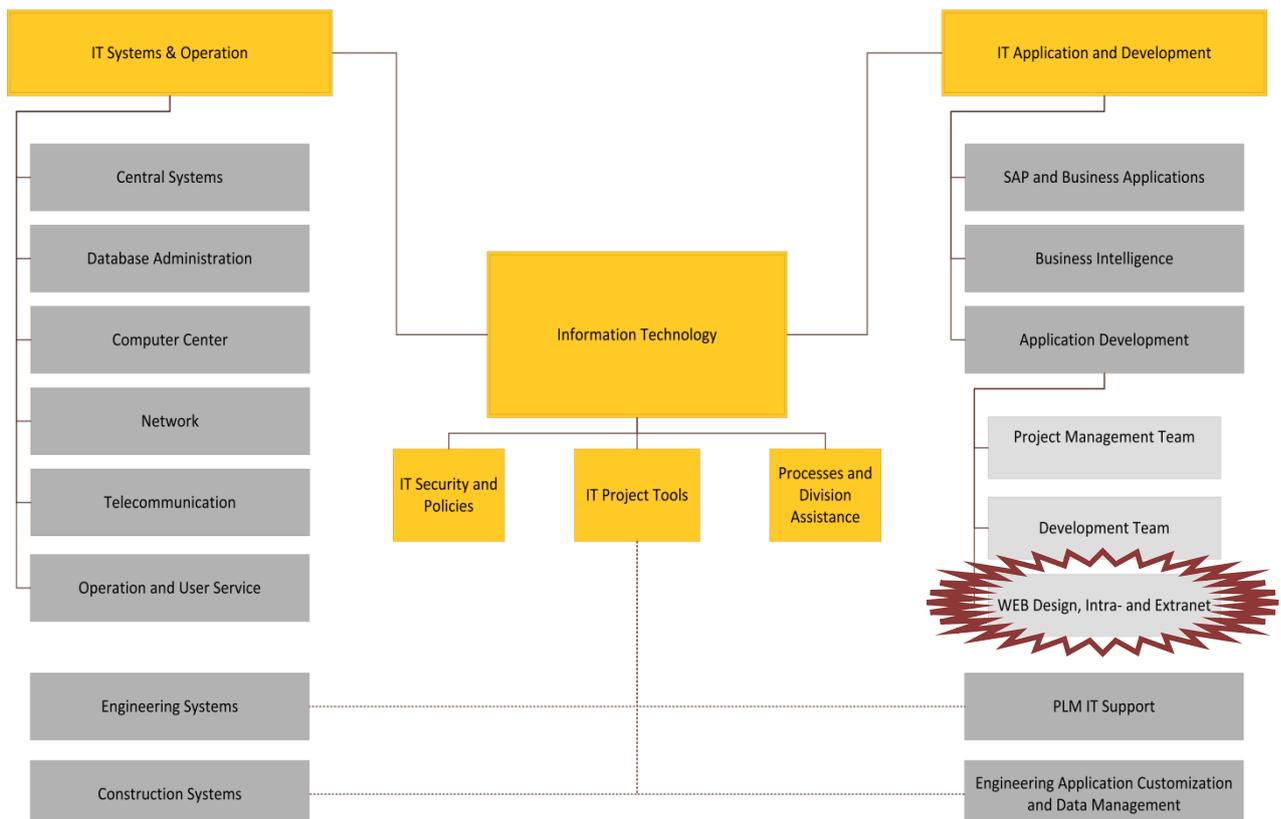
2 REQUIRED EXPERIENCE

The candidate companies shall have demonstrated capabilities in Web mastering and Web development, for large and complex organisation, preferably in an international environment and in a complex contractual and organization setup (comparable to the ITER project).

IOs cost containment objectives also favour companies with a proven track record of delivering projects on time and within budget. The specific experience and qualities sought by IO include:

- Proven expertise in the technical fields listed in part 4
- Proven track record of delivering successful same type of service.
- Ability to respond rapidly to changing resource requirements, to accommodate peak demands, and to provide specific expertise.
- Capability to mobilise and manage centralised, site-based resources

3 INFORMATION SYSTEM AND IT LANDSCAPE



The scope of this call for tender is highlighted in red.

4 SCOPE OF WORK

Area of support:

The scope of work is divided in 2 main areas of activity:

- The support of the communication and external relations section for the maintenance and development of the ITER public website, the internal communication portal and standard web tools.
- The support of the Project Information System section for maintenance and development of web tools, the improvement of the user interface/user experience of existing websites and any other required web tasks.

Technical scope

The contractor and its personnel shall have adequate experience Web mastering and Web development. This includes but is not limited to:

- Significant experience in XSLT development and the management of a complex web application framework within a Microsoft based platform;
- Advanced knowledge & experience with Javascript & CSS languages;
- Experience in integrating with Microsoft SharePoint or similar of the shelf content management system
- Qualification and experience in web design, ergonomics and usability.

5 QUALITY ASSURANCE REQUIREMENTS

For the entire duration of the framework contract, Contractors shall hold, and maintain, a valid and relevant ISO 9001 and 14001 certification or comparable.

The missions and tasks executed under this framework contract shall be carried out in compliance with the ITER IT policies, and the IO Quality Requirements.

6 CONTRACT BASIS AND EXECUTION

The duration of the Framework contract shall be 2 years. The IO may exercise the option to extend these services for 3 times 1 year. Such option shall be exercised by written notice to the Contractors no later than 30 days before the expiration of the initial term of the contract or of the additional period.

This Framework Contract will be implemented by means of “Task Orders”, signed by the Supplier and the IO. Typical task orders will cover services to be provided on an annual basis.

The Framework contract is expected to cover about 2 FTEs (full time equivalent) per year distributed among Web mastering and web development

7 PREQUALIFICATION REQUIREMENTS

The pre-selection criteria for this Call for Tender shall include, but shall not necessarily be limited to the following requirements, supported by appropriate references:

Established Company with a minimum of 10 years demonstrated experience in providing similar services to large complex international or public organizations

Proven track record of delivering services on time and within budget.

Demonstrated experience in the successful implementation of providing the services and expertise listed in part 4.

The bidder shall supply the indicative number of experienced specialists for the various areas, enabling a high level of flexibility in service providing, depending on changing IO needs.

More information on ITER Organization Procurement process can be found at:

<https://www.iter.org/org/team/adm/proc/Pages/Welcome.aspx>