

# Management Information Systems Global Support

## Summary Technical Specification

### I. BACKGROUND AND OBJECTIVE

These technical specifications address the set-up of a framework contract via call for tender. The IO IT (ITER Organization Information Technology) desires to acquire services in the field of Management Information Systems (Business Intelligence) as a primary mandatory objective, and in any other information technology areas as an optional objective.

The primary objective of this call for tender is:

- To select one or several provider(s) recognized for its (their) expertise field of Management Information Systems (Business Intelligence), and
- To sign framework contract(s) for the supply of services and for the implementation, exploitation, administration and maintenance of the Management Information Systems (Business Intelligence) infrastructure.

### II. REQUIRED EXPERIENCE

The candidate companies shall have demonstrated capabilities in the supply of IT services, for large and complex organizations, preferably in an international environment and in a complex setup (comparable to the ITER project).

IOs cost containment objectives favor companies with a proven record of accomplishment of delivering services on time and within budget. The specific experience and qualities sought by IO include:

- Proven expertise in the technical fields listed in part III.
- Proven record of accomplishment of successfully delivering similar type of services.
- Ability to respond rapidly to changing requirements, to accommodate peak demands, and to provide specific expertise.
- Capability to mobilize and centrally manage on-site and off-site resources.

### III. SCOPE OF WORK

*Services given in the area of Management Information Systems:*

- Evolution and maintenance of Data Warehouse
- Evolution and maintenance of Data Integration Service
- Evolution and maintenance of Data Visualization Service: Paginated reports, Mobile reports, KPIs, Dashboards and Power BI reports
- Evolution and maintenance of Master Data Management Service
- Evolution and maintenance of Data Analysis Service
- Gathering of User Requirements
- Performing Business Analysis with process and data modelling
- Creating and maintaining of User, Developer and Administrator Documentation
- Providing Second Level User Support for Incidents and Requests

***Tools used in the area of Management Information Systems:***

- Microsoft SSRS
- Microsoft Power BI Server on premises
- Microsoft Master Data Management
- Microsoft SSIS
- Microsoft SSAS
- MS SQL Server database
- Oracle Server database
- Visual Studio as development tool
- RabbitMQ messaging

***Major IT systems in need of integration:***

- ITER Collaboration Platform (Visual Basic, C#, SQL)
- Dassault Systems Catia / Enovia / Matrix (web service, REST API, SSIS)
- SAP, Success Factors (SQL, ABAP, SSIS),
- Intergraph SmartPlant (SPO/SPC/ SPMAT) (SQL, SSIS, SSRS)
- Oracle Primavera (REST API, SQL, SSIS)
- Atlassian JIRA and Confluence (Groovy script, REST API, Java)
- Deltek COBRA (API, SQL, SSIS)
- SeeVisio (SQL, SSIS)
- IBM Doors (API)
- CEMAR, Cleopatra...

#### **IV. QUALITY ASSURANCE REQUIREMENTS**

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

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.

#### **V. ESTIMATED DURATION**

The duration of the framework contract shall be 3 years. The IO may exercise the option to extend these services for 2 times 1 year. Such option shall be exercised by written notice to the contractor 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” (TO) and/or “Purchase Orders” (PO), signed by the Supplier and the IO.

## **VI. TIMETABLE**

The tentative timetable is as follows:

Call for Nomination	18/09/2018
Issue Pre-qualification package	22/10/2018
Deadline for receipt of pre-qualification	19/11/2018
Issue the call for Tender	30/11/2018
Deadline for receipt of Tenders	31/01/2019
Contract Signature	30/03/2019

## **VII. CANDIDATURE**

Participation is open either to all legal persons participating individually or in a grouping (consortium). All legal persons including all consortium members should be established in an ITER Member State. A legal person cannot participate individually or as a consortium partner in more than one application or tender. A consortium may be a permanent, legally established grouping or a grouping, which has been constituted informally for a specific tender procedure. All members of a consortium (i.e. the leader and all other members) are jointly and severally liable to the ITER Organization.

The consortium groupings shall be presented at the pre-qualification stage. The tenderer’s composition cannot be modified without the approval of the ITER Organization after the prequalification.

Legal entities belonging to the same legal grouping are allowed to participate separately if they are able to demonstrate independent technical and financial capacities. Candidates (individual or consortium) must comply with the selection criteria. The IO reserves the right to disregard duplicated reference projects and may exclude such legal entities from the prequalification procedure.

More information on ITER Organization procurement processes can be found at:

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