



Technical Summary

FOR THE CALL FOR TENDER

HIGH LEVEL CONSULTANCY SERVICES

1 BACKGROUND AND OBJECTIVE

This technical specifications summary address the set-up of one or more service framework contract(s) via Call for Tender. The IO IT (ITER Organization Information Technology) intends to acquire services in the field of high level IT Consultancy.

The objective of this call for tender is:

- To select providers recognized for their expertise in the supply of onsite (Cadarache - France) and offsite highly skilled IT profiles in various domains and
- To conclude a service framework contract(s) for the provision of services for IT high level consultancy.

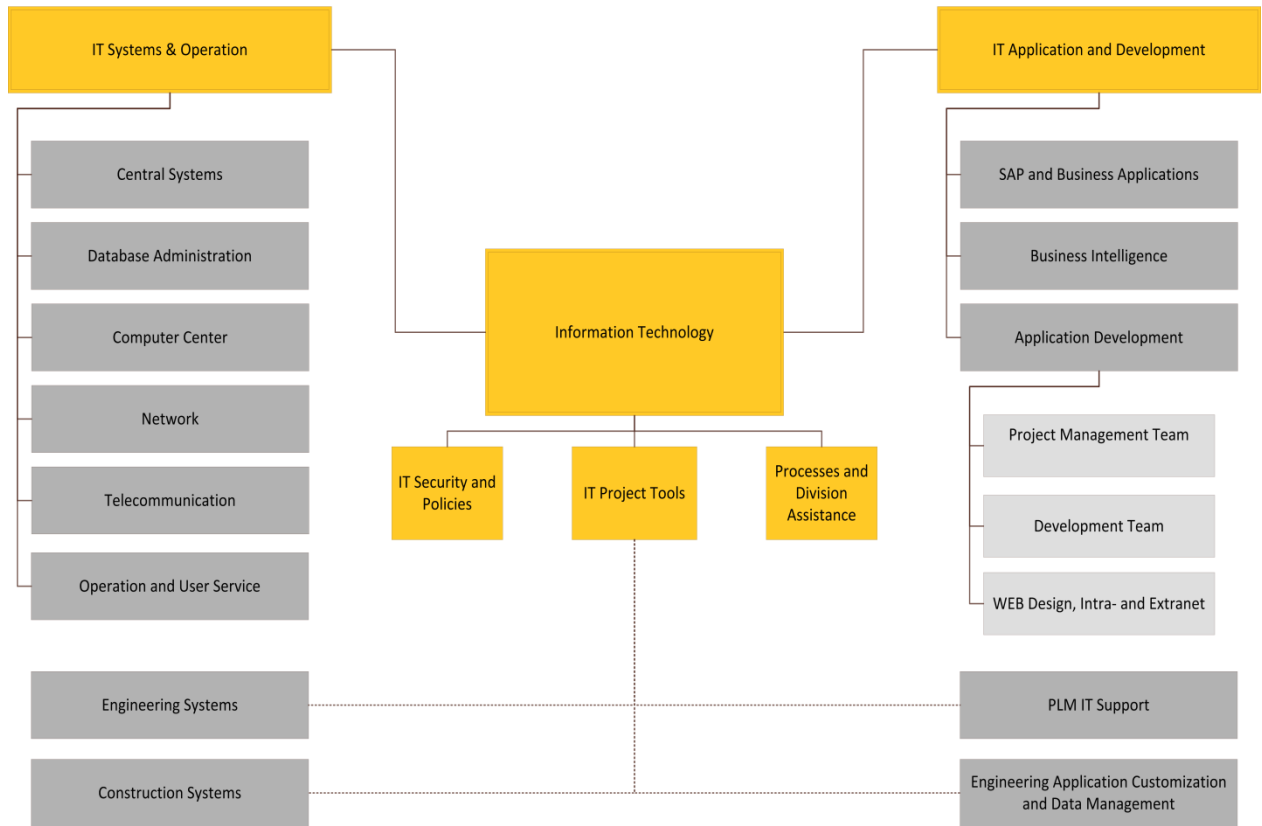
2 REQUIRED EXPERIENCE

The candidate entities shall have demonstrated capabilities in supplying services for IT global environment activities, preferably in an international environment and in a complex organization setup comparable to the ITER project.

IOs cost containment objectives also favor companies with a proven track record of delivering projects on time and within budget. The specific experience and qualities sought by IO include but are not limited to:

- Proven expertise in the technical fields listed in part 4, as a minimum in one of the set mentioned in section 4.1;
- Adequate skills level for the resources proposed by the company demonstrated through higher diplomas or certificates in Engineering, Computer Science or equivalent;
- Proven track record of successful deliveries of the same type of services;
- Ability to respond rapidly with adequate resources to changing requirements, to accommodate peak demands, and to provide specific expertise;
- Capability to mobilize and manage centralized, ITER site-based resources.

3 INFORMATION SYSEM AND IT LANDSCAPE



4 SCOPE OF WORK

The scope of this tender is described in (but ***not limited to***) the following list. The list is giving an overview of the services that the Contractor might be requested to provide:

1. Services in the field of project management :
 Usual project management activities like planning (time – cost – quality), execution follow-up, reporting, stakeholder management and communication.
 The contractor shall demonstrate the ability to deliver high quality services in the above mentioned remit with skilled resources showing relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject: minimum 5 years of professional experience in ICT; minimum of 5 years of experience relevant to the requested role; proven experience with quality procedures.
2. Services in the field of system/application architecture
 Usual system / application architecture activities like resources planning, analysis of the proposed solution and ability to be integrated in the corporate environment.
 The contractor shall demonstrate the ability to deliver high quality services in the above mentioned remit with skilled resources showing relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject: minimum 7 years of professional experience in IT; of which a minimum 4 years in roles relevant to the requested subject.

3. Services in the field of system administration
Usual system administration activities like installation of software / hardware, maintenance, monitoring, debugging, etc.
The contractor shall demonstrate the ability to deliver high quality services in the above mentioned remit with skilled resources showing relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject: minimum of 5 years of professional experience in the ICT business, including 2 years as System administrator and good knowledge and experience in working with the related products/environments used.
4. Services in the field of Service Desk management
Usual activities in the field of service desk management like, resource planning and allocation, queues management, tasks assignation, training of the team member, documentation and knowledge base management. The contractor shall demonstrate the ability to deliver high quality services in the above-mentioned remit with skilled resources showing relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject: minimum of 10 years of professional experience in the ICT business, including 5 years as Service Desk manager.
5. Services in the field of Database administration
Usual activities in the field of database administration like monitoring, database administration, database creation and technical expertise. The contractor demonstrate the availability of a skilled team with relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject, experience in database administration, and in particular Oracle and MS SQL Server (preferably Oracle 12 and MS SQL); minimum 5 years of professional experience in IT, including 3 years in database administration.
6. Services in the field of Telecommunication
Usual activities in the field of telecommunication services like administration and monitoring of the IP platform (Skype for Business), mobile fleet management, usage reporting. The contractor shall demonstrate the ability to deliver high quality services in the above mentioned remit with skilled resources showing relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject, minimum 3 years of professional experience in IT, minimum 2 years relevant to the tasks of this role.
7. Services in the field of Quality Assurance
Usual activities in the field of software quality assurance (testing) like defining the test plan, executing functional tests, integration tests, non-regression tests, performance tests. The contractor shall demonstrate the ability to deliver high quality services in the above mentioned remit with skilled resources showing relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject: minimum 10 years of professional experience in IT, minimum 5 years in a similar position, proven ability to work with standard quality assurance methods and tools.
8. Services in the field of Business Analysis

Usual activities in the field of business analysis like soliciting requirements, designing the technical solution(s), drafting technical specifications, managing stakeholders. The contractor shall demonstrate the ability to deliver high quality services in the above mentioned remit with skilled resources showing relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject, experience in ICT business analysis; minimum 5 years of professional experience in ICT, including 2 years in business analysis.

9. Services in the field of Business intelligence.

Usual activities in the field of Business intelligence like evolution and maintenance of the data warehouse, the data integration services, the data visualization services and the data management services.

The contractor shall demonstrate the ability to deliver high quality services in the above mentioned remit with skilled resources showing relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject, experience in ICT business intelligence; minimum 5 years of professional experience in ICT, including 2 years in business intelligence.

Experience in developing reports using Microsoft Reporting Service (SSRS).

Experience in developing multi-dimensional cubes using Microsoft Analysis service (SSAS).

Experience in extraction, transformation and loading of data using Microsoft Integration Service (SSIS).

Good knowledge of SQL language.

10. Services in the field of technical writing

Usual activities in the field of technical writing like user manuals, troubleshooting manuals, installation manuals. The contractor shall demonstrate the ability to deliver high quality services in the above mentioned remit with skilled resources showing relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject, minimum 7 year experience in ICT; minimum 4 years of professional experience in IT technical writing (e.g. manuals, work instructions, procedures, processes).

11. Services in the field of data modelling and data optimization

Usual activities in the field of data modelling and data optimization like defining database structure (fields, indexes and keys), optimizing system performances, revising DB architecture in the light of availability security and capacity. The contractor shall demonstrate the ability to deliver high quality services in the above mentioned remit with skilled resources showing relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject, minimum 7 year experience in ICT; minimum 4 years of professional experience in: data dictionary, query performance optimization, data integrity.

12. Services in the field of Atlassian product support (Jira and Confluence)

Usual activities in the field of Atlassian product support like installing, updating, configuring and personalizing the products, administering the systems, supporting users. The contractor shall demonstrate the ability to deliver high quality services in the above mentioned remit with skilled resources showing relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject, minimum 7 year experience in ICT; minimum 4 years of professional experience in Atlassian products, especially Jira and Confluence.

13. Services in the field of data management support
Usual activities in the field of data management support like user manuals, troubleshooting manuals, installation manuals. The contractor shall demonstrate the availability of a skilled team with relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject, minimum 5 year experience in IT including for the support and implementation of large PDM/PLM systems, software development and coordination of IT activities.
14. Services in the field of CATIA / ENOVIA V5 & 3DExperience administration
Usual activities in the field of CATIA / ENOVIA V5 & 3DExperience administration like administering the system and supporting users. The contractor shall demonstrate the ability to deliver high quality services in the above-mentioned remit with skilled resources showing relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject, minimum 7 year experience in IT at least 5 years' experience and outstanding skills in CATIA/ENOVIA V5 & 3DExperience implementation, customization or administration.
15. Services in the field of SmartPlant administration
Usual activities in the field of SmartPlant administration like administering the system and supporting users. The contractor shall demonstrate the ability to deliver high quality services in the above mentioned remit with skilled resources showing relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject, minimum 7 year experience in IT, at least 5 years' experience and outstanding skills in SmartPlant implementation, customization or administration.
16. Services in the field of AVEVA administration
Usual activities in the field of AVEVA administration like administering the system and supporting users. The contractor shall demonstrate the ability to deliver high quality services in the above mentioned remit with skilled resources showing relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject, minimum 7 year experience in IT, at least 5 years' experience and outstanding skills in AVEVA implementation, customization or administration.
17. Services in the field of 2nd level user support coordination (e.g. SAP, ICP, Atlassian, Web applications)
Usual activities in the field of 2nd level user support coordination like prioritizing tickets, allocating resources, drafting "how to...", spreading knowledge of resolved problems interacting with 3rd level and/or developers. The contractor shall demonstrate the ability to deliver high quality services in the above mentioned remit with skilled resources showing relevant qualification such as university degree (or equivalent) in Computer Science or a relevant subject, minimum 7 year experience in ICT; minimum 4 years of professional experience in managing a (small) team of 2nd level support in one or more of the technical domains abovementioned.

4.1 Minimum requested expertise

The Candidates must prove to be able to provide in an organized way the competences specified in the Scope of Work above, and, as a minimum, they must be able to provide evidence of their high-level consultancy expertise for at least one of the following sets of services:

4.1.1 Eligibility Set #1

this set#1 includes all the following services:

- Project Management
- System/Application architecture
- Quality Assurance
- Business Analysis
- Technical Writing
- Data modelling and data optimization
- Data management
- 2nd level support coordination

plus, at least one service among the following:

- Atlassian product support
- Catia/Enovia administration
- Smartplant administration
- Aveva administration

In order to substantiate their high-level expertise the Candidates will be asked to provide at least 2 CVs of the relevant expert profiles considered for each service.

4.1.2 Eligibility Set #2

this set#2 includes all the following services::

- Project Management
- System/Application architecture
- System Administration
- Service Desk Management
- Database administration
- Telecommunication
- Technical writing

plus, at least one service among the following:

- Atlassian product support
- Catia/Enovia administration
- Smartplant administration
- Aveva administration

In order to substantiate their high-level expertise the Candidates will be asked to provide at least 2 CVs of the relevant experts profiles considered for each service.

5 IT ENVIRONMENT

The candidates will be required to master one or more of the following technical areas in line with the scope of work above mentioned for each set:

- MS server technologies (OS expertise regarding Hyper-V virtualization, storage, file services and Remote Desktop services in Windows Server 2012 R2 and Windows Server 2016);
- Exchange system / backup system expert (Expertise in Exchange Enterprise Edition 2010 and 2016, highly available geo-cluster);
- MS System Center Suite experts (for System Center 2012 R2 and 2016, Standard and Datacenter Editions, specifically the modules App Controller, Data Protection Manager, Operations Manager, Configuration Manager, Endpoint Protection, Virtual Machine Manager, Orchestrator and Service Manager);
- SAP IT system support: SAP administration consists of access rights management, maintaining transport routes and managing transports, monitor the system (updates, backup, database, batch ...) and control its performances;
- Enovia V5 IT system support: ENOVIA V5-6 + partial replication, CATIA V5-6 and other software add-on QChecker/CADENAS, DELMIA V5-6; software installation and administration on Microsoft Windows environment, Experience of the ENOVIA V5-6 migration and ENOVIA V5-6, CoExistence with 3DEperience are welcome;
- MS SQL and Oracle databases;
- SharePoint administration (Sharepoint 2010, 2013 and 2016, migration from 2010 to 2016);
- Linux administration : Expertise in Linux administration in enterprise environment with RedHat/CentOS including server provisioning & administration (RedHat Satellite/Spacewalk), configuration & log management (Puppet, Splunk), web server, application server and file server administration under Linux, integration of Linux into Windows environment (AD/LDAP authentication, CIFS integration), monitoring (Centreon, SCOM) and scripting (bash, perl, python);
- HPC expert : Expertise in HPC administration including job scheduling (Torque/Maui, SGE), node provisioning (xCAT), HPC code compilation & libraries management (MPI, OpenMPI, modules), configuration management (Puppet), compilers (Intel Composer, PGI), parallel storage (Lustre, GlusterFS) and low latency network (Infiniband);
- Network: Cisco Catalyst/Nexus (Cisco CCNP or higher), Load balancers– F5 BigIP appliances (LTM / APM / ASM / irules), Firewall– Checkpoint (high availability / cluster / open server);
- Video conferencing systems set up and maintenance: Expertise in video conferencing technologies, especially Polycom core systems (RMX, DMA, RSS) and endpoints (RPG and HDX);

- Telephony (mobile and fixed): Expertise in Unified Communication solutions, especially Skype for Business Server 2015, landline and emergency telephony (Alcatel OXE technologies, Sonus UX SBC, FAX server) and mobile device management (AirWatch, iOS) The service shall include an option for on-call duties (24/7), out of office services and travel to the 7 sponsoring members of ITER (China, Europe, India, Japan, Korea, Russia, USA).

6 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.

7 ESTIMATED DURATION

The duration of the service framework contract(s) shall be 3 years. The IO may exercise the options to extend these services for 2 times for the duration of 1 year each. Such options 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.

The service framework contract(s) will be implemented by means of “Task Orders” (TO), signed by the Contractor and the IO. The TOs will be organized in work packages (WP) reflecting the ITER needs. Work packages will be defined as combination of services.

8 TIMETABLE

The tentative timetable is as follows:

Call for Nomination	01/10/2019
Issue Pre-qualification package	15/11/2019
Deadline for receipt of pre-qualification	15/12/2019
Issue the Call for Tender	January 2020
Deadline for receipt of Tenders	March 2020

Contract award	June 2020
Contract Signature	July 2020

9 CANDIDATURE

Participation is open to all legal persons participating either 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 process can be found at:

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