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EXTERNAL REFERENCE / VERSION

Technical Specifications (In-Cash Procurement)

Summary Technical Specification for Provision of Global IT Support services

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Provision of Global IT Support services (service desk and system administration)

Summary Technical Specification

1 BACKGROUND AND OBJECTIVE

The ITER Organization intends to set up a new framework contract to support the backbone activities in IT system administration and user support.

The IT Section/Division of the ITER Organization Central Team (IO-CT) is responsible for the implementation and the administration of the IT backbone standard activities, as well as the user support.

The objective of this call for tender is

- to select a provider recognized for its expertise in the provision of on-site (local at IO) services to support IT system administration and user support ; and
- to conclude the framework contract that will supply services in the implementation, exploitation, administration and maintenance of the IT backbone standard activities and user support.

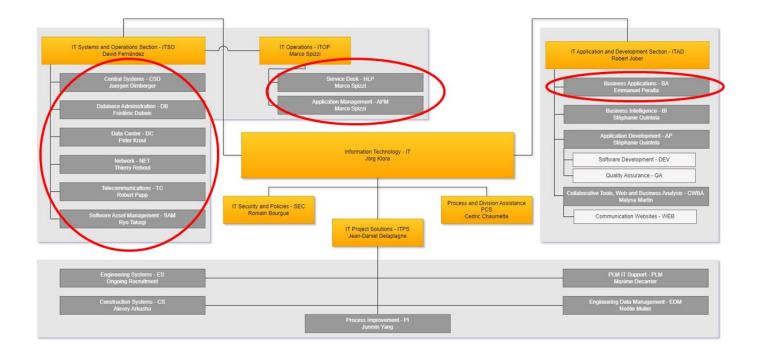
2 REQUIRED EXPERIENCE

The candidate companies shall have demonstrated capabilities in implementation, exploitation and maintenance of IT backbone standard activities, 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

The supplier should provide the services as following:

Area of support:

- Service-desk
 - Providing assistance and support to IT users.
- System administration support
 - Providing maintenance, administration, monitoring and evolution of a specific technical area or system.
- On call duty services
 - Providing out of business hours support (remotely and on-site if needed)

Technical scope

- MS server technologies services (OS expertise regarding Hyper-V virtualization, storage, file services and Remote Desktop services from Windows Server 2012 R2 to Windows Server 2022)
- Exchange system / backup system expert services (Expertise in Exchange Enterprise Edition 2016, highly available geo-cluster / IBM Spectrum Protect)
- MS System Center Suite expert services (for System Center 2019 and higher, 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 services: SAP administration consists of maintaining authorizations and handling user management, maintaining transport routes and managing transports, monitoring the system (updates, upgrades, backup, database, batch ...) and control its performance. Administration of other SAP solution like ARIBA and Success Factors shall also be provided.
- CAD/PLM tools system services including CATIA/ENOVIA V5, 3DExperience, AVEVA, SmartPlant Foundation; software installation and administration on Microsoft Windows environment; PowerShell scripting, configuration management using Ansible.
- MS SQL and Oracle DBA services
- SharePoint 2019 administration services
- Linux expertise and administration services: administration in a scientific enterprise environment with RedHat/CentOS including server provisioning & administration (RedHat Satellite), configuration & log management (Puppet, Ansible, Splunk), web

server, application server and file server administration under Linux, integration of Linux into Windows environment (AD/LDAP authentication, CIFS integration), monitoring (Centreon, Grafana, SCOM). Familiarity with cluster, load balancing and high availability infrastructure. NX (NoMachine) remote access technologies. Solid understanding of best practices for security, performance and data protection for CentOS and RHEL

- HPC expertise services: Expertise in HPC administration including job scheduling (SLURM), node provisioning (Satellite), HPC code compilation & libraries management (MPI, OpenMPI, modules), configuration management (Puppet/Ansible), compilers (Intel Composer, PGI), parallel storage (Spectrum Scale) and low latency network (Infiniband).
- Network administration services: Cisco IOS (-XE) / NX-OS / ACI (Cisco CCNP or higher), Load balancers– F5 BigIP appliances (LTM / APM / ASM / iRules), Firewall– Check Point, Palo Alto, Scripting (Python), NetDevOps (Ansible, Terraform, Jenkins, Git).
- Conference room operation and maintenance services. Expertise in video conferencing technologies, especially Poly and Teams Meeting Room Systems. Experience in support of hybrid meetings and streaming of events.
- Telephony administration and support services (mobile and fixed): Expertise in Unified Communication solutions, especially office 365 and Microsoft Teams, landline and emergency telephony (Alcatel OXE technologies, Session Border Controller) and mobile device management (VMware workspace ONE).
- Cloud base solution management and expertise services in the cloud oriented migration.
- The service shall include an option for on-call duties (24/7).

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 3 years. The IO may exercise the option to extend these services for 2 times 1 year each. Such option shall be exercised by written notice to the Contractors no later than 45 calendar 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.

7 TIME TABLE

The tentative timetable is as follows:

Call for Nomination	July 2023
Pre-qualification	August/September 2023
Call for Tender	October/November 2023
Contract Award	May 2024

8 CANDIDATURE

Participation is open to all legal persons participating either individually or in a grouping (consortium) which is 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 pre-qualification.

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 pre-qualification procedure.

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

https://www.iter.org/fr/proc/overview