

外部委託業者の募集

References: IO/24/OT/10028971/KRH

“CAD Plant Software Infrastructure and 3D Module Support and Administration”

(CAD プラントソフトウェアインフラストラクチャーと 3D モジュールサポートと管理)

IO 締め切り 2024 年 7 月 12 日(金)

○はじめに

本事前情報通知 (PIN) は、作業契約の入札授与および実行につながる公開入札調達プロセスの最初のステップです。

本文書の目的は作業範囲と入札プロセスに関する技術的な内容の基本的な要約を提供することです。

○背景

ITER は平和利用の核融合発電の科学的小および技術的な実現可能性の実証を目的とした、国際共同研究開発プロジェクトです。ITER 機構の 7 つのメンバーは、欧州連合 (EURATOM が代表)、日本、中華人民共和国、インド、大韓民国、ロシア連邦、および米国です。

ITER の敷地はフランス南東部のブーシュデュローヌ地区にあり、ITER 本社 (HQ) もあるフランス CEA サン・ポール・レ・デュランス に近いところに位置しています。詳細については、ITER のウェブサイト <http://www.iter.org> を参照して下さい。

○作業範囲

現在の入札プロセスは、ITER AVEVA Suite の ENGINEERING および DIAGRAMS を除く改善とユーザーサポートのためのサービス契約を設立することを目指しています。作業範囲およびすべての要件は、技術仕様書「ITER_D_ABAX4U v1.3」(この PIN に添付されています) で定義されています。

○調達プロセスと目的

目的は、競争入札プロセスを通じて供給契約を落札することです。

この入札のために選択された調達手続きは 公開入札 手続きと呼ばれます。

オープン入札手順は、次の 4 つの主要なステップで構成されています。

➤ ステップ 1-事前情報通知 (PIN)

事前情報通知は公開入札プロセスの第一段階です。IO は、関心のある候補企業に対し、以下の概略日程に示された期日までに担当調達担当官に添付の関心表明フォームで以下の情報を提出し、競争プロセスへの関心を示すよう正式に要請します。

- 会社名
- 登録の国名
- 担当者名、email アドレス、肩書および電話番号

特に注意:

関心のある候補企業は、IO Ariba の電子調達ツール「IPROC」に登録してください（まだ登録していない場合）。手順については、
<https://www.iter.org/fr/proc/overview>
を参照してください。

Ariba (IPROC) に登録する際には、お取引先様に最低 1 名の担当者の登録をお願いします。この連絡担当者は、提案依頼書の発行通知を受け取り、必要と思われる場合は入札書類を同僚に転送することができます。

➤ ステップ 2-入札への招待

PIN の発行から 10 作業日経過後、提案依頼書 (RFP) を「IPROC」に掲載します。この段階では、担当の調達担当者に関心を示し、かつ IPROC に登録している関心のある候補企業は、RFP が公表された旨の通知を受けることができます。その後、RFP に詳述されている入札説明書に従って提案書を作成し、提出します。

このツールに登録されている企業のみが入札に招待されます。

➤ ステップ 3-入札評価プロセス

入札者の提案は、IO の公平な評価委員会によって評価されます。入札者は、技術的範囲に沿って、かつ、RFP に記載された特定の基準に従って作業を実施するために、技術的遵守を証明する詳細を提供しなければなりません。

➤ ステップ 4-落札

認定は、公開されている RFP に記載されている、コストに見合った最適な価格または技術的に準拠した最低価格に基づいて行われます。

○概略日程

概略日程は以下の通りです：

マイルストーン	暫定日程
事前指示書 (PIN) の発行	2024 年 6 月 28 日
関心表明フォームの提出	2024 年 7 月 12 日
iPROC での入札への招待 (ITT) の発行	2024 年 7 月 22 日
明確化のための質問の締め切り	2024 年 8 月 30 日
明確化のための質問への回答締め切り	2024 年 9 月 13 日
入札提出	2024 年 10 月 18 日
契約授与	2024 年 11 月 15 日
契約調印	2025 年 1 月 1 日

○契約期間と実行

ITER機構は2024年の11月ごろ供給契約を授与する予定です。予想される契約期間は36か月の予定です。

○経験

契約者は、IO の規則と安全性の要求に十分に準拠する能力と経験を持っていることを示す必要があります。

ITER での作業に使われる言語は英語です。プロレベルの流暢さが求められます（話す、書く両方）。

○候補

参加は、個人またはグループ/コンソーシアムに参加するすべての法人に開放されます。法人とは、法的権利及び義務を有し、ITER 加盟国内に設立された個人、企業又は機構をいいます。ITER 加盟国は欧州連合(EURATOM メンバー)、日本、中華人民共和国、インド共和国、大韓民国、ロシア連邦、アメリカ合衆国です。

法人は、単独で、またはコンソーシアムパートナーとして、同じ契約の複数の申請または入札に参加することはできません。共同事業体は、恒久的な、法的に確立されたグループ又は特定の入札手続のために非公式に構成されたグループとすることができます。

コンソーシアムのすべての構成員(すなわち、リーダーと他のすべてのメンバー)は、ITER 機構に対して連帯して責任を負います。

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指名されたコンソーシアムのリーダーは、入札段階で、コンソーシアムのメンバーの構成を説明する予定です。その後、候補者の構成は、いかなる変更も ITER 機構に通知することなく変更してはなりません。かかる認可の証拠は、すべてのコンソーシアムメンバーの法的に授権された署名者が署名した委任状の形式で、しかるべき時期に IO に提出しなければなりません。

どのコンソーシアムメンバーも IPROC に登録する必要があります。

【※ 詳しくは添付の英語版技術仕様書「**CAD Plant Software Infrastructure and 3D Module Support and Administration**」をご参照ください。】

ITER 公式ウェブ <http://www.iter.org/org/team/adm/proc/overview> からアクセスが可能です。

「核融合エネルギー研究開発部門」の HP : <http://www.fusion.qst.go.jp/ITER/index.html>
では ITER 機構からの各募集 (IO 職員募集、IO 外部委託、IO エキスパート募集) を逐次更新しています。ぜひご確認ください。

イーター国際核融合エネルギー機構からの外部委託 に関心ある企業及び研究機関の募集について

＜ITER 機構から参加極へのレター＞

以下に、外部委託の概要と要求事項が示されています。参加極には、提案された業務に要求される能力を有し、入札すべきと考える企業及び研究機関の連絡先の情報を ITER 機構へ伝えることが求められています。このため、本研究・業務に関心を持たれる企業及び研究機関におかれましては、応募書類の提出要領にしたがって連絡先情報をご提出下さい。



china eu india japan korea russia usa

Route de Vinon-sur-Verdon - CS 90 046 - 13067 St Paul Lez Durance Cedex - France

PRIOR INDICATIVE NOTICE (PIN)

OPEN TENDER SUMMARY

for

OT 10028971 - AVEVA E3D - KRH

“CAD Plant Software Infrastructure and 3D Module Support and Administration”

Abstract

The purpose of this summary is to provide prior notification of the IOs intention to launch a competitive Open Tender process in the coming weeks. This summary provides some basic information about the ITER Organisation, the technical scope for this tender, and details of the tender process for the provision of Technical Support Services for Equipment Qualification to the ITER Organization.

1 Introduction

This Prior Indicative Notice (PIN) is the first step of an Open Tender Procurement Process leading to the award and execution of a Service Contract.

The purpose of this document is to provide a basic summary of the technical content in terms of the scope of work and the tendering process.

The Domestic Agencies are invited to publish this information in advance of the forthcoming tender giving companies, institutions or other entities that are capable of providing these services prior notice of the tender details.

2 Background

The ITER project is an international research and development project jointly funded by its seven Members being the European Union (represented by EURATOM), Japan, the People’s Republic of China, India, the Republic of Korea, the Russian Federation and the USA. ITER is being constructed in Europe at St. Paul–Lez-Durance in southern France, which is also the location of the headquarters (HQ) of the ITER Organization (IO).

For a complete description of the ITER Project, covering both organizational and technical aspects of the Project, visit www.iter.org.

3 Scope of Work

The present tender process is aiming to set up a Service Contract for Improvement and User Support of the ITER AVEVA Suite excluding ENGINEERING and DIAGRAMS. The scope of work and all requirements are defined in the technical specifications ref. ITER_D_ABAX4U v1.3 (attached to this PIN).

4 Procurement Process & Objective

The objective is to award a Service Contract through a competitive bidding process.

The Procurement Procedure selected for this tender is called the Open Tender procedure.

The Open Tender procedure is comprised of the following four main steps:

- **Step 1- Prior Indicative Notice (PIN):**
The Prior Indicative Notice is the first stage of the Open Tender process. The IO formally invites the Domestic Agencies to publish information about the forthcoming tender in order to alert companies, institutions or other entities about the tender opportunity in advance. **Interested tenderers are kindly requested to return the expression of interest form (Annex I) by e-mail by the date indicated in the procurement timetable below.**
- **Step 2 - Invitation to Tender (ITT):**
Within 14 days of the publication of the Prior Indicative Notice (PIN), the Invitation to Tender (ITT) will be advertised. This stage allows interested bidders, who have seen the PIN, to obtain the tender documents and to prepare and submit their proposals in accordance with the tender instructions.
- **Step 3 – Tender Evaluation Process:**
Tenderers' proposals will be evaluated by an impartial, professionally competent technical evaluation committee of the ITER Organization. Tenderers must provide details demonstrating their technical compliance to perform the work in line with the technical scope and in accordance with the particular criteria listed in the invitation to tender (ITT).
- **Step 4 – Contract award:**
A service contract will be awarded on the basis of best value for money according to the evaluation criteria and methodology described in the Invitation to tender (ITT).

Procurement Timetable

The tentative timetable is as follows:

Milestone	Date
Publication of the Prior Indicative Notice (PIN)	28 June 2024
Submission of expression of interest form	12 July 2024
Invitation to Tender (ITT) advertisement	22 July 2024
Clarification Questions (if any) and Answers deadline	13 September 2024
Tender Submission	27 September 2024
Tender Evaluation & Contract Award	4 November 2024
Contract Signature	30 November 2024
Contract Commencement	1 January 2025

5 Quality Assurance Requirements

Prior to commencement of any work under this Contract, a “Quality Plan” shall be produced by the selected Contractor and submitted to the IO for approval, describing how they will implement the ITER Procurement Quality Requirements.

6 Contract Duration and Execution

The ITER Organization shall award a Service Contract in November 2024. The resulting Contract will be for a period of 36 months.

The working language of ITER is English, and a fluent professional level is required (spoken and written).

7 Experience

The tenderer shall form a team of the dedicated staff who shall have the required experience as detailed in the attached technical specifications in order to provide the required support service.

8 Candidature

Participation is open to all legal entities participating either individually or in a grouping / consortium. A legal entity is an individual, company, or organization that has legal rights and obligations and is established within an ITER Member State.

Legal entities cannot participate individually or as a consortium partner in more than one application or tender of the same contract. 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.

In order for a consortium to be acceptable, the individual legal entities included therein shall have nominated a leader with authority to bind each member of the consortium, and this leader shall be authorized to incur liabilities and receive instructions for and on behalf of each member of the consortium.

It is expected that the designated consortium lead will explain the composition of the consortium members in a covering letter at the tendering stage. Following this, the Candidate’s composition must not be modified without notifying the ITER Organization of any changes. Evidence of any such authorization shall be submitted to the IO in due course in the form of a power of attorney signed by legally authorized signatories of all the consortium members.

9 Sub-contracting Rules

Sub-contracting is allowed under this Contract. The maximum percentage of sub-contracting is limited to 30% of the total contract value.

All sub-contractors who will be taken on by the Contractor shall be declared with the tender submission in iPROC. Each sub-contractor will be required to complete and sign forms including technical and administrative information which shall be submitted to the IO by the tenderer as part of its tender.

The IO reserves the right to approve (or disapprove) any sub-contractor which was not notified in the tender and request a copy of the sub-contracting agreement between the tenderer and its subcontractor(s). Rules on sub-contracting are indicated in the RFP itself.

EXPRESSION OF INTEREST & PIN ACKNOWLEDGEMENT

To be returned by e-mail to: Kathleen.Reich@iter.org copy Virginie.Michel@iter.org

ITER Organization / ITER Headquarters
Procurement Division, Building 81/143
Route de Vinon-sur-Verdon
CS 90 046
13067 St. Paul Lez Durance Cedex
France

TENDER No. **OT 10028971 - AVEVA E3D - KRH**

DESIGNATION of SERVICES: **CAD Plant Software Infrastructure and 3D Module
Support and Administration**

Officer in charge: **Kathleen Reich & Virginie Michel
– Procurement Division, ITER Organization**

- ☐ WE ACKNOWLEDGE HAVING READ THE PIN NOTICE **FOR** THE ABOVE
MENTIONED TENDER
- ☐ WE INTEND TO SUBMIT A TENDER
- ☐ WE WILL NOT TENDER FOR THE FOLLOWING REASONS:

.....

COMPANY STAMP

Signature:

Name:

Position:

Tel:

E-mail.....

Date:

Technical Specifications (In-Cash Procurement)

Technical specification for CAD plant Software Infrastructure and 3D Module Support and Administration I

This Specification concerns the execution of several deliverables aiming at the Improvement and User Support of the ITER AVEVA Suite excluding ENGINEERING and DIAGRAMS application Support. This shall enable AVEVA CAD design activities by designers for the Piping, Tubing, HVAC, Electrical, and Civil engineering discipline.

SERVICE

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1 Preamble

This Technical Specification is to be read in combination with the General Management Specification for Service and Supply (GM3S) – [Ref 1] that constitutes a full part of the technical requirements.

In case of conflict, the content of the Technical Specification supersedes the content of Ref [1].

2 Purpose

This Specification concerns the execution of several deliverables aiming at the Improvement and User Support of the ITER AVEVA Suite excluding ENGINEERING and DIAGRAMS application Support. Deliverables by means of mainly user support and customization will ensure not only the enrichment of current competence of the AVEVA software administration and user group, but also the extension of setup of following AVEVA Infrastructure and AVEVA/E3D related established software. This shall enable implementation of ITER CAD design for the Piping, Tubing, HVAC, Electrical, and Civil engineering discipline.

3 Acronyms & Definitions

3.1 Acronyms

The following acronyms are the main one relevant to this document.

Abbreviation	Description
CRO	Contract Responsible Officer
GM3S	General Management Specification for Service and Supply
IO	ITER Organization
PRO	Procurement Responsible Officer
CAD	Computer Aided Design
DO	Design Office
E3D	CAD Tool dedicated to 3D plant design
IDM	ITER Document Management system
IT	Information Technology
KoM	Kick Of Meeting
WU	Work Unit
DIAGRAMS	CAD Tool dedicated to intelligent Piping and Instrumentation Diagram
ENGINEERING	Tool dedicated to the management of component characteristic synchronize with DIAGRAMS and E3D
L1 Location	Contractor shall perform service at IO site
L2 Location	Contractor's premises where the offices are at distance no longer than 1,500 Km from the IO Site
L3 Location	Contractor's premises where the offices are at distance higher than 1,500 Km from the IO Site

SERVICE

4 Applicable Documents & Software's

4.1 Applicable Documents

This is the responsibility of the Contractor to identify and request for any documents that would not have been transmitted by IO, including the below list of reference documents.

This Technical Specification takes precedence over the referenced documents. In case of conflicting information, this is the responsibility of the contractor to seek clarification from IO.

Upon notification of any revision of the applicable document transmitted officially to the contractor, the contractor shall advise within 4 weeks of any impact on the execution of the contract. Without any response after this period, no impact will be considered.

Ref	Title	IDM Doc ID	Version
1	General Management Specification for Service and Supply (GM3S)	82MXQK	1.4
2	AVEVA E3D CAD Manual (8QZS2R)	8QZS2R	2.2
3	AVEVA REFERENCE DOCUMENT INDEX	YNJF5H	2.6
4	AVEVA Administration	SLTV47	Folder
6	IGP2 Datasheet on MDB and Model Tree	4RFFS6	3.5
7	Forms and Templates - Design Office	29FWSJ	Folder

4.2 Applicable Software and Programming language

In the frame of this technical specification, the contractor will have to deal with the following Software and programming language used by the ITER AVEVA CAD Infrastructure:

AVEVA E3D 3.1 (Model; Draw; Isodraft; Paragon; Propcon)

AVEVA ADMINISTRATION 2.1 (Admin; Lexicon)

AVEVA Pipe Stress Interface 3.1.0

AVEVA Model Simplification 1.3.1.0

AVEVA Integration Service 3.1

ATLASSIAN Jira

ATLASSIAN Confluence

ATLASSIAN Bitbucket

AVEVA ENGINEERING 15.7 as User

AVEVA DIAGRAMS 14.1 as User

Programming language and Tools:

Windows PowerShell

AVEVA PML Language

C Sharp

SERVICE

5 Scope of Work

This section defines the specific scope of work for the service, in addition to the contract execution requirement as defined in Ref [1].

The general scope of work for this specification is to provide service to ensure the availability and stability of the ITER AVEVA Suite (DIAGRAMS, ENGINEERING and E3D) to user community and to provide CAD functionalities and methodologies which ensure reliability and efficiency of CAD plant design activities within AVEVA E3D in accordance with Project Standard and processes.

Definition of inputs and request for execution of a work unit shall be trigger by the [ticket system](#)

The specification foresees execution of the following tasks for this Scope:

- CAD Software support to on-site ITER users of E3D application. Answer to user's request through the IO CAD Ticket System related to: malfunction of the software, design methodology improvement request, new functionalities and automation improvement.
- Perform software implementation and architecture improvements within various areas of the AVEVA Suite (DB Infrastructure, data fusion, Piping design, Equipment Layout, MDS Support Design, Drawing generation, BOM generation, Catalogue structure, stencils production, Multi-CAD ...).
- The technical specification of functionalities to be developed with the IO/IT Division or the publisher(s) testing and its deployment in production mainly for data publication and sharing.
- The creation or update of main 3D reference Administration documents required for ensuring sustainability of the platform within ATLASSIAN Confluence DO Space. Registration of software code modification within ATLASSIAN Bitbucket
- Creation/Modification of *How To*.
- Coordinate JIRA tickets resolution following ITER priorities and manage assignment within supplier team. This shall enable to minimize pending time on system production. A weekly review meeting shall be prepared towards TRO to monitor late, large or blocking tasks.

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The following rules apply for proper execution:

All communication with the submitter shall be documented through ticket comments.

ITER shall provide necessary inputs through tickets, documents, e-mails, meetings. The completion of the Work Unit shall be formalized by the acceptance of the deliverable by the IO/TRO.

If the problem or request description by the submitter is not clear enough, clarification has to be requested as soon as possible.

According to the definition of priority levels, tickets which are classified as critical prevent the user to continue the work. The contractor shall ensure that critical tickets are handled with first priority and without any delay.

After the submitter has confirmed the resolution or answer to the question, the ticket shall be closed.

Ticket status shall be monitor and corrected if needed.

As a result of a task, a *how to*, specification for customization (IDM) or a service request (in the editor support tool) to the software editor might be required.

All documents shall be formatted according to the relevant IO template ([Forms and Templates - Design Office](#)) and approved using IDM documentation management system.

Due date for ticket validation is defined based on chapter 7. Ticket is considered as executable once all required information is provided for its resolution.

The contractor will submit as deliverable each month to IO for signature by IO/TRO the accounting of all tasks performed as explain in section 9.

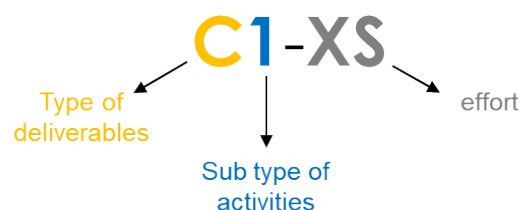
5.1.1 Work Unit Description

The execution of the contract is agreed and tracked by the validation of an identified contingency of Work Unit.

Each ticket is associated to a work unit type which describes:

- Type of deliverable
- Related field of activity
- effort

The following codification is given to Work Unit and is mandatory on each ticket to be identify:



The completion of the Work Unit shall be formalized by the acceptance of the deliverable by the IO TRO.

The delivery of the Work Units shall be done by the CAD Work Plan, this specification shall have a dedicated CAD Work Plan Item that shall be mentioned in the invoice. Each set of deliverables shall be formalized in the associated CAD Work Plan Sub-Items and shall be marked as completed by the IO – TRO before any payment can be made.

Type of deliverable and related activity type are given in below table:

WU Type	WU Title	WU Description	Deliverable	Format
C1	User Support	Question on AVEVA E3D tool or issue raised by user via IOCAD Ticket, resolved by support team via methodology providing and closed by submitter.	Ticket closed	IOCAD JIRA Ticket
C3	User Access Right	Open or modify all necessary accounts and access right for user role to become effective. Ticket to be closed by submitter.	Ticket closed	IOCAD JIRA Ticket
C5	Development	Coding activity on AVEVA platform (PML language, C Sharp) or related Infrastructure (PowerShell) including test report, registration to GIT platform, and documentation for takeover. Update of user how-to if impacted is required. Ticket to be closed by submitter once tested.	Ticket closed Compiled code Released to PROD source code register in GIT developer documentation updated in Confluence HowTo stored in IDM and review	IOCAD JIRA Ticket PML, C#, PowerShell Confluence Page Office Document
C6	Administration	Modification of the Application setup via AVEVA/ E3D, AVEVA/ADMIN, configuration files and other utilities. Update of user how-to if impacted is required. Ticket to be closed by submitter once tested.	Ticket closed AVEVA Settings HowTo stored in IDM and review	IOCAD JIRA Ticket .db file Office Document
D1	CAD user documentation	HowTo, CAD Manual or Newsletters writing, publication and broadcast	Document stored in IDM and review	IOCAD JIRA Ticket
D3	Reporting of activities	Perform monthly report of activity as described in section 9	Document stored in IDM and review	
D4	Specification	Develop functional software specification for AVEVA E3D or platform	Ticket closed Document stored in IDM and review	IOCAD JIRA Ticket
D5	Test Report	Perform test on AVEVA E3D or platform and report of investigation	Ticket closed Document stored in IDM and review	IOCAD JIRA Ticket
T1	Training	Providing Training session on AVEVA E3D	Ticket closed Document stored in IDM and review	IOCAD JIRA Ticket
T2	Certification	ensure certification of users on AVEVA E3D	Ticket closed Timesheet stored in IDM and review	IOCAD JIRA Ticket
T3	Awareness/Workshop	Providing dedicated workshop session on AVEVA E3D including material preparation	Ticket closed Document and Timesheet stored in IDM and review	IOCAD JIRA Ticket
Q1	CAD Data QC & data recovery	Specify CAD Data Quality rules, perform analysis on dataset, drive or perform resolution	Ticket closed QC analysis and recovery description stored in IDM and review	IOCAD JIRA Ticket

The Estimated effort in hour for completion of the ticket or work Unit is encoded as following:

Size	Estimated effort (`hour)
XS	1
S	4
M	8
L	16
XL	40

5.1.2 Required Competencies

The following AVEVA Software Suite competencies shall be provided with a level of **10+ years of proven experience** for at least one of the consultant for each domain of expertise of the below table:

AVEVA Administration
Administrative configuration (Database, team, DAC)
Compare Update configuration (CUB)
AVEVA Lexicon
UDA/ UDET
STATUS CONTROL
AVEVA E3D - Model
E3D Admin (colorization, auto-naming)
Equipment design
Pipe modelling
Structural design
MDS Supports design
Check customisation
Clash configuration
Search results utility and reports
M-CAD and Data-Exchange
AVEVA Catalogue
Specification
Piping and accessories component
Equipment template
Structure component
MDS Support component
AVEVA E3D - Draw
DRAW Admin (template, back sheet, title block, representation rules, ...)
Customisation
PML Language
C Sharp applied to AVEVA Platform
Windows PowerShell
ATLASSIAN Jira and Confluence
ATLASSIAN Bitbucket

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5.1.3 Work plan

The below table details activities and quantities per Work Unit type expected:

Quantities of Work Units*	Size (see 5.1.1)				
	XS	S	M	L	XL
C1-User Support	146***	100	0	0	0
C3-User Access Right	50***	0	0	0	0
C5-Development	0	160	160	160	50
C6-Administration	220	410	410	200	0
D1-CAD user documentation	0	30	20	20	0
D3-Reporting of activities	0	36**	0	0	0
D4-Specification	0	0	0	8	8
D5-Test Report	0	50	50	40	0
T1-Training	0	10	4	0	8
T2-Certification	0	0	0	0	0
T3-Awareness/Workshop	0	0	0	0	0
T4 -Proximity support	0	0	0	0	0
Q1-CAD Data QC & data recovery	0	40	40	40	20

*: Should the Work-unit listed in the present specification and the associated Report Deliverables be adjusted in content and priority, the TRO and the Contractor shall arbitrate together in order to reach appropriate measures. The changes and decisions shall be recorded. Work Units with null quantities above so far may be later requested through such agreement.

** : Details concerning monthly progress report are given in section 9.

***: Some User support & user Access Right request may require far less than an hour to be achieved. In this case, several Ticket shall be attached to the Work Unit.

5.1.4 Service Duration

The estimated starting date of the tasks shall be after Contract signature. Implementation of the activities shall only start after the Kick off Meeting (T0). The expected duration of tasks is T0 + 36 months.

5.1.5 Workload

The Workload is identified as per the aggregate Work Units following the table in section 5.1.3. These Work Units are for an estimated workload of 2520 working days within the 36 months.

6 Location for Scope of Work Execution

The nature of deliverable will require exchange with DO Support Team and IO users. It is recommended service are provide off-site at L2 location: Contractor's premises where the offices are at distance no longer than 1,500 Km from the IO Site. Nevertheless, ITER may request for period up to one week the partial transfer of activities on site. On-site activities may not exceed more than 5% of overall duration.

The Contractor may propose partially L3 Off-shore scheme (More than 1,500 Km). In such case, the Contractor shall commit that the services are rendered and aligned with the timeframes and availability of the ITER Organization (8.30 a.m. – 5.30 p.m. CET / CEST resp.). This is done in particular to guarantee the access to the user support and to communicate with the DO Support Team.

Software setup & modification shall be performed on physical or remotely connected computers within the IO network for IT security reasons.

7 Work Unit Execution Delay

Tickets come in 4 Priority levels and the associated delay of resolution should be fulfilled once it is assigned to contractor and as soon as all required inputs are given by ticket requester:

Ticket Priority \ Size	XS/S	M	L	XL
Critical	1/2	2	4	10
High	3	6	12	30
Medium	10	20	40	100
Low	20	40	60	100

The delays above are given in working days, they could be revised for exceptional reasons (very large request put as critical, resource planning) after validation and planning review with the IO representative. Delay is explicitly for the submission of the output by the Contractor; it does not include time needed by requester to validate ticket closure following resolution provided.

8 IO Documents

Under this scope of work, IO will deliver the following documents by the stated date:

Ref	Title	Doc ID	Expected date
1	AVEVA GENERAL/E3D JIRA Ticket Queue	NA	Daily Updated

9 List of deliverables and due dates

The Supplier shall provide IO with the documents and data required in the application of this technical specification, the GM3S Ref [1] and any other requirement derived from the application of the contract.

A minimum, but not limited to, list of documents is available hereafter with associated due dates:

Technical Design Family (TDF)	Generic Document Title (GTD)	Further Description	Expected date (T0+x) *
Review or Decision or Recommendations Report	Progress Reports	Applicable Monthly for scope of work	T0+1 till T0+36

(*) T0 = Commencement Date of the contract; X in months.

Supplier is requested to prepare their document schedule based on the above and using the template available in the GM3S Ref [1] appendix II ([click here to download](#)).

Progress Reports shall include:

1. A listing of all closed tickets by Supplier within the period between two reports including
 - JIRA IOCAD Reference
 - DO Queue/DO Service
 - Summary with Hyperlink
 - Status
2. A Created vs. Resolved Chart as proposed by IOCAD Ticket system for the last 2 months period.
3. A table of produced How To and Confluence Page Change
4. A Table of total Work Unit consumption

The completion of the Work Units shall be formalized by the acceptance of the related Progress Report by the IO/TRO.

10 Quality Assurance requirements

The Quality class under this contract is Design control – Class 2, [Ref 1] GM3S section 8 applies in line with the defined Quality Class.

The use of computer software to perform a safety basis task activity such as analysis and/or modelling, etc. shall be reviewed and approved by the IO prior to its use, in accordance with [ITER_D_258LKL - Working Instruction for the Qualification of ITER safety codes](#).

11 Safety requirements

The scope under this contract covers for PIC and/or PIA and/or PE/NPE components, [Ref 1] GM3S section 5.3 does not applies as related to CAD software support.

11.1 Nuclear class Safety

No specific nuclear class Safety requirement apply.

11.2 Seismic class

No specific safety requirement related apply.

12 Specific General Management requirements

Requirement for [Ref 1] GM3S section 6 applies completed/amended with the below specific requirements:

12.1 Contract Gates

The contract gates define in [Ref 1] section 6.1.5 are replace by Monthly Progress Report Review providing statistics on progress via Work Units executed so far.

12.2 Work Monitoring

Work Monitoring is performed by TRO and shared with contractors via use of ATLASSIAN Jira Dashboards (ex. [AVEVA Tickets Overview](#)).

12.3 Meeting Schedule

Weekly Meeting between TRO and Suppliers will take place to establish priorities in Ticket treatment and larger development choice for completion.

12.4 CAD design requirements

This contract requires for CAD activities, [Ref 1] GM3S section 6.2.2.2 applies