

外部委託業者の募集

References: IO/24/OT/10029664/FMR

“CONCIERGERIE SERVICES TO THE ITER ORGANIZATION”

(ITER 機構へのコンシェルジュサービス)

IO 締め切り 2024 年 10 月 28 日(月)

○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。

○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

入札に含まれるサービスの範囲は、ITER 職員へのコンシェルジュサービスの提供であり、以下に限定されません：

I. 外部サービスプロバイダーを通じた日常生活の様々なサービス：

- クリーニング、靴修理、仕立てなどのピックアップおよびデリバリー；
- 車両サービス（修理や清掃など）；
- レンタカーのピックアップまたはデリバリー、カープールの手配；
- 翻訳サービス。

II. 郵便サービス（手紙や小包のフランク付けおよび郵便局への持ち込み）。

III. （主にフランス語を話さない）利用者への支援：

- ビザ申請などの行政手続き；
- （医療）予約の手配；
- 交通機関や旅行の手配；
- イベントやアクティビティの予約；
- ベビーシッター、家政婦、ガーデニングなどのリサーチ；

- ・ 水道工事、電気、インターネットプロバイダーなどの様々な通信。

IV. ITER通勤バスのチケット販売（ITERの通勤バス契約業者による提供）。

V. ITERグッズ（Tシャツ、スウェットシャツ、マグカップなど）の販売（ITER機関による提供）。

VI. ミニショップの提供：アイテムの選定はITER機関との合意または要請によります。

VII. ビル72のロビー内での季節ごとの月例イベントやセールの開催（例：イースター用のチョコレート販売やクリスマス用のギフト）、地元調達で競争力のある価格設定。

サービスの全範囲については、添付の技術仕様書ref. AKK3YH v.1.0をご覧ください。

○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。

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 10 月 16 日
関心表明フォームの提出	2024 年 10 月 28 日
iPROC での入札への招待（ITT）の発行	2024 年 10 月 29 日
入札提出	2024 年 12 月 10 日
契約授与	2024 年 12 月
契約調印	2025 年 1 月

○契約期間と実行

ITER 機構は 2024 年の 12 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、オプション期間の 1 年毎の 2 年までの期間を伴い、4 年の予定です。

○経験

ITER プロジェクトの公用語は英語です。すべての通信は英語（口頭および書面）で行うものとします。

○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。

コンソーシアムとして許可されるために、その点で含まれる法人はコンソーシアムの各メンバーをまとめる権限をもつリーダーをもたなければなりません。このリーダーはコンソーシアムの各目メンバーのために責任を負わなければなりません。

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「**CONCIERGERIE SERVICES TO THE ITER ORGANIZATION**」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。

PRIOR INDICATIVE NOTICE (PIN)
OPEN TENDER SUMMARY
IO/24/OT/10029664/FMR
FOR
CONCIERGERIE SERVICES TO THE ITER ORGANIZATION

List of annexes:

- Annex I – Expression of Interest
- Annex II – Technical Specifications ref. AKK3YH v.1.0

Abstract

The purpose of this summary is to provide prior notification of the IO's 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 Concierge Services to be provided on the ITER Site.

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.

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, and 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 Services

The scope of the Services covered by the tender is the provision of Concierge services to ITER Staff but not limited to:

I-. Miscellaneous daily life services through external service providers, such as:

- Pick up and drop off dry cleaning, shoe repair, tailoring, etc;
- Vehicle services, like repair and cleaning;
- Pick up or drop off rental cars and/or carpooling organization;
- Translation services.

II-. Post services, like franking of letters and parcels and taking them to the post office.

III-. Assistance to (mostly non-French speaking) beneficiaries for:

- Administrative formalities, such as visa application;
- Booking (para)medical appointments;
- Booking transportation and travel arrangements;
- Booking events/activities;
- Research for baby sitters, housemaid, gardening, etc;
- Various communications (plumber, electricity or internet providers etc.).

IV-. The sale of ITER commuter bus tickets, provided by ITER's commuter bus contractor.

V- The sale of ITER goodies (T-shirts, sweaters, mugs, ...), provided by the ITER Organization.

VI- Provision of a mini shop: selection of items will be requested by or agreed with the ITER Organization

VII- Organize monthly seasonal events or sales within the lobby of Building 72 (e.g. chocolate sales for Easter, or a type of gift at Christmas), locally sourced and with competitive pricing.

For the full scope of services, please see attached Technical Specifications ref. AKK3YH v.1.0

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 Information Notice (PIN)

The Prior Information Notice is the first stage of the Open Tender process. The IO formally invites interested Suppliers to indicate their interest in the competitive process by returning to the Procurement officer in charge the attached “Expression of Interest and PIN Acknowledgement” by the date indicated under the procurement timetable.

Special attention:

Interested tenderers are kindly requested to register in the IO Ariba e-procurement tool called “IPROC”. You can find all links to proceed along with instruction going to: <https://www.iter.org/fr/proc/overview>.

When registering in Ariba (IPROC), suppliers are kindly requested to nominate at least one contact person. This contact person will be receiving the notification of publication of the Request for Proposal and will then be able to forward the tender documents to colleagues if deemed necessary.

➤ Step 2 - Invitation to Tender

After 10 working days of the publication of the PIN, the Request for Proposals (RFP) will be published on our digital tool “Iproc”. This stage allows interested bidders who have indicated their interest to the Procurement Officer in charge AND who have registered in IPROC to receive the notification that the RFP is published. They will then prepare and submit their proposals in accordance with the tender instructions detailed in the RFP.

Only companies registered in this tool will be invited to the tender.

➤ Step 3 – Tender Evaluation Process

Tenderers proposals will be evaluated by an impartial evaluation committee of the IO. Tenderers must provide details demonstrating their technical compliance to perform the services in line with the technical scope and in accordance with the particular criteria listed in the RFP.

➤ 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 RFP.

Procurement Timetable

The tentative timetable is as follows:

Milestone	Date
Publication of the Prior Indicative Notice (PIN)	16 October 2024
Submission of expression of interest form	28 October 2024
Invitation to Tender (ITT) launched on iPROC	29 October 2024
Tender Submission	10 December 2024
Contract Award	December 2025
Contract Signature	January 2025

5 Quality Assurance Requirements

The Contractor shall have an ITER approved Quality Assurance (QA) Program or an ISO 9001 accredited quality system.

6 Contract Duration and Execution

The ITER Organization shall award the Services Contract around December 2024. The contract duration shall be for a firm period of 4 years and 2 options of 1 year each.

7 Experience

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

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, being, the European Union (represented by EURATOM), Japan, and the People's Republic of China, India, the Republic of Korea, the Russian Federation and the USA.

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 authorised to incur liabilities and receive instructions for and on behalf of each member of the consortium.

It is expected that the designated consortium leader will explain the composition of the consortium members in its offer. Following this, the Candidate's composition must not be modified without notifying the ITER Organization of any changes. Evidence of any such authorisation shall be submitted to the IO in due course in the form of a power of attorney signed by legally authorised signatories of all the consortium members.

All consortium members shall be registered in IPROC.

9 Sub-contracting Rules

Subcontracting is limited to 30 % of the contract value and up to level 2.

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.

All declared sub-contractors must be established within an ITER Member State in order to participate.

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.

ANNEX I

EXPRESSION OF INTEREST & PIN ACKNOWLEDGEMENT

To be returned by e-mail to: Mukamanaaline.Nsengiyumva@iter.org copy: floriane.moynier@iter.org and celine.dimento@iter.org

TENDER No.

IO/24/OT/10029664/FMR

DESIGNATION of SERVICES:

Service Contract for provision of conciergerie services to the ITER Organization.

OFFICER IN CHARGE:

Floriane Moynier/ Aline Nsengiyumva

☐

WE ACKNOWLEDGE HAVING READ THE PIN NOTICE FOR THE ABOVE-MENTIONED TENDER

☐

WE INTEND TO SUBMIT A TENDER

Are you registered in iPROC (only entities registered in iPROC will be invited to tender):

☐

YES

☐

NO, but we shall register before the tender launch

.....

Signature:

COMPANY STAMP

Name:

Position:

Tel:

E-mail

Date:



IDM UID

AKK3YH

VERSION CREATED ON / VERSION / STATUS

04 Oct 2024 / 1.0 / Approved

EXTERNAL REFERENCE / VERSION

Technical Specifications (In-Cash Procurement)

Technical Specifications for Concierge Services

This documents details the technical specifications for the supply of Concierge Services

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1 Purpose

This document specifies the technical requirements related to the framework contract for the Concierge services to be provided on the ITER Site.

The aim of offering this “conciergerie” service is to improve the ITER staff work-life balance and help them and their spouses to save time by spending less effort managing their household in France. The conciergerie service is also a resource to help newcomers while they adjust to living in France and the language barrier.

2 Definitions and acronyms

The following acronyms and definitions are the main ones relevant to this document.

Abbreviations	Descriptions
Beneficiary	ITER staff, IPA, interim staff (and their spouses via beneficiaries’ accounts)
Contractor	Provider of the conciergerie services
IPA	ITER Project Associate
Service provider	Any third party providing services to the Beneficiaries through the Contractor

3 Applicable documents

The Applicable documents contain additional requirements of the present Technical Specifications and are listed below.

Document title	ITER ref.	Version
[1] Internal Regulations	27WDZW	3.1
[2] Housekeeping Instruction	XJKR3R	1.3
[3] ITER Policy on Safety, Security and Environment Protection Management	43UJN7	3.1
[4] ITER Site access Procedure	S3893D	3.1
[5] Contractor safety management procedure	Q2GBJF	1.4
[6] ITER Procurement Quality Requirements	22MFG4	5.1
[7] Public Holidays & Site Closure Dates - Year 2025	6TQRXM	1.0

These Technical Specifications takes precedence over the Applicable documents. In case of conflicting information, the Contractor shall seek clarification from the ITER Organization.

It is the responsibility of the Contractor to identify and request for any document that would not have been transmitted by the ITER Organization.

Upon notification of any revision of an Applicable document, 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.

4 Scope of Work

4.1 Work Description

The works consists of providing personal on-site and online services to ITER staff members and their spouses. As a minimum, the following services shall be offered:

- i. Miscellaneous daily life services through external service providers, such as:
 - Pick up and drop off dry cleaning, shoe repair, tailoring, etc;
 - Vehicle services, like repair and cleaning;
 - Pick up or drop off rental cars and/or carpooling organization;
 - Translation services.
- ii. Post services, like franking of letters and parcels and taking them to the post office.
- iii. Assistance to (mostly non-French speaking) beneficiaries for:
 - Administrative formalities, such as visa application;
 - Booking (para)medical appointments;
 - Booking transportation and travel arrangements;
 - Booking events/activities;
 - Research for baby sitters, housemaid , gardening, etc;
 - Various communications (plumber, electricity or internet providers etc.).
- iv. The sale of ITER commuter bus tickets, provided by ITER's commuter bus contractor.
- v. The sale of ITER goodies (T-shirts, sweaters, mugs, ...), provided by the ITER Organization.
- vi. Provision of a mini shop: selection of items will be requested by or agreed with the ITER Organization (e.g. coffee capsules, post office envelops and boxes).
- vii. Organise monthly seasonal events or sales within the lobby of Building 72 (e.g. chocolate sales for Easter, or a type of gift at Christmas), locally sourced and with competitive pricing.

The proposed services shall be agreed with the ITER Organization in advance of the start of the contract. Throughout the contract duration, additional services may be requested by the ITER Organization or proposed by the Contractor, without impacting the service cost.

The income of the sale activities v above shall be deducted from the monthly invoice.

The income of the sale activities iv above shall be paid to the bus Contractor.

4.1.1 Service desk on the site

To provide the above services, the Contractor shall man a physical desk on the site at least 4.5 hours per day, five days per week (except on Public Holidays and Site Closure Days [7][7]). The service desk employee shall split his/her time between two different office buildings, both equipped with a counter in the lobby. He/she shall dispose of a vehicle to drive from one building to the other, as well as to the post office and to service providers.

The current opening hours of the two service desks are as follows:

- Building 72 (ITER Headquarters):
 - Monday: from 8:30 AM to 1 PM
 - Tuesday to Friday: from 8:30 AM to 9:30 AM and from 11:30 AM to 3 PM
- Building 81 (located at ~1 km from Building 72):
 - Tuesday and Friday: from 10 AM to 11 AM

The actual opening hours shall be agreed in advance with the ITER Organization.

The Contractor shall provide its own computer and use the existing furniture installed and belonging to the IO in the lobby consisting of one desk, one cupboard, one glass case, one land-

line phone. The Contractor can personalize these areas with their own furniture and equipment with the agreement of the ITER Organization.

Payment at the service desk shall be possible with credit cards and cheques, for any amount.

4.1.2 Backoffice support

The contractor shall propose an internal web-based portal, available for the beneficiaries to place their requests. It shall include as a minimum:

- All offered services and their specific costs;
- Secure payment method;
- Information on the follow-up of requests;
- Onsite contact details and opening times.

4.1.3 General requirements

The Contractor shall manage the global offerings at the best quality/cost, interfacing with the appropriate service providers for each service.

The Contractor is expected to select providers with a sustainable development an environmental protection plan. He shall ensure the services offered to beneficiaries are of good quality, at a reasonable market price and sustainable over the time.

The cost of the services charged by the service providers through the Contractor is at the charge of the Beneficiaries.

The pickup and delivery of goods must be carried out exclusively on the ITER site.

The Contractor shall ensure continuity of activity, monitor the quality of service, including the lead-time, and manage claims.

Before the start of the services, the Contractor shall provide an Implementation Plan, detailing the organisation for the execution of the contract, from signature date. It shall include:

- The proposed organisation and team for the ramp-up phase of the contract, including a detailed schedule (in Gantt format) of activities, training and deliverables;
- A description of how the Tenderer intends to fulfil the requirements for each of the activities covered by the contract in terms of organisation, equipment, manpower, skills etc.;
- The tasks and activities that will be subcontracted, if any, and the organisation put in place to ensure their compliance with the requirements in terms of response times, procedures and deliverables.

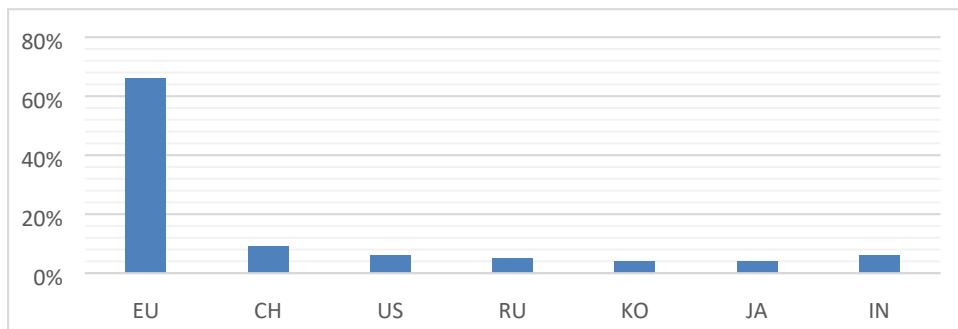
The Contractor shall report periodically on the use of the services.

The Contractor shall propose an annual planning of events and sales.

4.2 Beneficiaries

The ITER project is a global collaboration between 35 countries of the seven ITER Member States: the European Union (represented by EURATOM), Japan, the People's Republic of China, India, the Republic of Korea, the Russian Federation and the USA.

The current distribution of ITER Organization staff between the ITER Member States is shown below.



The following categories of personnel shall have access to the Concierge services:

- ITER Organization employed staff;
- ITER Organization interim staff ;
- ITER Project Associates (IPA).

These categories account for approximately 1500 persons in total.

It is to be noted that the ITER Organization has a teleworking policy, allowing their employees to work up to two days per week offsite. Currently, the ITER Organization employees work on average three to four days per week onsite.

The spouses of the above-mentioned personnel shall also be able to place orders or request support through the internal web portal.

Persons not belonging to these categories shall only have access to the services iv to vii listed above.

The service desk employee shall verify the eligibility of the requestor before providing the services i to iii, by checking their badge:

- ITER Organization employed staff: yellow badge indicating ITER ORGANIZATION;
- ITER Organization interim staff: red badge indicating INTERIM;
- ITER Project Associates (IPA): red badge indicating IPA.

4.3 Facilities and services provided by the ITER Organization

The ITER Organization shall:

- Organize the access on site to the Contractor's staff;
- Give access to the Contractor's staff common parking facilities on the site;
- Give access to the Contractor's web portal for the beneficiaries through the ITER intranet;
- Provide furnished counters in the lobbies of Buildings 72 and 81;
- Provide for cleaning, waste collection, heating and maintenance of the conciergerie areas.

5 List of deliverables and due dates

The Contractor shall provide the ITER Organization with the documents and data required in the application of this technical specification and any other requirement derived from the application of the contract.

A minimum list of documents is listed below with associated due dates:

Ref.	Deliverable	Spec. ref.	Periodicty ¹	Due date ²
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¹ In addition to document updates, as and when necessary

² T₀ = contract signature date

Ref.	Deliverable	Spec. ref.	Periodicity ¹	Due date ²
D01	Implementation plan	4.1.3	NA	1 Month after T ₀
D02	Prevention plan	6.2	Annually	1 Month after T ₀
D03	Monthly activity report	7.1	Monthly	The 10 th of the following month
D04	Monthly Health & Safety report	6.2	Monthly	The 10 th of the following month
D05	Annual activity report	7.1	Annually	15-Feb of following year
D06	Events planning	4.1.3	Annually	1 Month after T ₀

6 Service conditions

6.1 Access to the Site

Access to the ITER Site is subject to entrance and exit control measures as defined in the ITER Site Access Procedure [4].

Specific controls are applied to personnel entering the site. For security purpose, access might be refused or withdrawn for any of the Contractor's personnel.

6.2 Occupational health and safety

The Contractor shall respect the French Labour Code and apply the nine general safety principles listed in article L4121-2 thereof.

The Contractor shall also comply with the Internal Regulations [1] and the Contractor safety management procedure [5], as well as all proceedings arising therefrom (available upon request).

The Contractor shall ensure that the facilities allocated to him are kept clean and clear of rubbish and shall apply the Housekeeping Instruction [2].

Before the start of the services, a prevention plan will be established jointly between the Contractor and the ITER Organization, listing the safety risks and the risk mitigation measures.

The Contractor shall prepare monthly Health & Safety reports, respecting the ITER template.

6.3 Language

The working language of ITER is English. All the documentation and web interfaces must be available in English. The Contractor's personnel present on site or interacting with ITER staff must have strong verbal and written communication skills in English and French.

6.4 Contractor's personnel

The communication skills of the personnel present on site or interacting with ITER staff shall be exemplary with internal customers and other service providers. The selected personnel shall be customer-focused, identify opportunities that benefit the beneficiaries, and build and deliver solutions that meet their expectations.

6.5 Confidentiality

The Contractor agrees to treat all areas related with performance of his task with strict confidentiality. The Contractor shall be liable for its staff and for disclosure of the information

and documents communicated to for fulfilment of the services to any other individuals than those needing to have knowledge thereof. Any established breach of this principle of confidentiality may result in immediate termination of the contract at the Contractor's expense.

7 Contract management requirements

7.1 Reporting

The Contractor shall submit a monthly activity report at the latest on the 15th day of the following month, containing as a minimum the following information:

- statistics on the provided services and articles sold, per category;
- schedule of coming events;
- feedback received from users, if any.

After each Contract anniversary, the Contractor shall provide an annual report, summarising the information of the monthly reports of the past year.

7.2 Meetings

After signature of the contract, a contract kick-off meeting is organised by the ITER Organization in the ITER premises. At the meeting, the Contract shall present its implementation plan for the services.

Quarterly follow-up meetings shall be held between the parties before the 15th day of the following quarter, aiming to follow-up the performance of the Contractor and discuss any technical or contractual issues that have arisen during the past month.

The Contractor shall present the content of the corresponding monthly reports.

7.3 Quality assurance

This contract is considered as a Quality Class 4.

The Contractor shall have an ITER approved Quality Assurance (QA) Program or an ISO 9001 accredited quality system. The general requirements are detailed in ITER Procurement Quality Requirements [6].