

外部委託業者の募集

References: IO/24/OT/10029299/KRH

“COM Visit Guides”

(広報部門訪問ガイドサービス)

IO 締め切り 2024 年 11 月 28 日(木)

〇はじめに

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。

〇背景

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。

〇作業範囲

この公開入札は、ITER の作業現場および関連するアウトリーチ活動への訪問者や訪問の量と頻度に対応した、実質的で継続的かつ柔軟なサポートを ITER 訪問プログラムとして提供することを目的としています。詳細については、付属書 II (技術仕様書) に記載されています。

〇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)

事前通知 (Prior Indicative Notice) **は、公開入札プロセスの最初の段階です。IO (国際機関) は、国内機関に対して、今後の入札に関する情報を公開するよう正式に依頼します。この事前通知により、企業、機関、またはその他の団体に対して、入札機会を事前に知らせることを目的としています。入札に興味のある企業は、調達スケジュールに記載された期限までに、関心表明書 (付属書 I) を電子メールで返送してください。

➤ ステップ 2-入札への招待

事前通知 (PIN) の公表から 14 日以内に、入札招請状 (ITT) が公示されます。この段階で

は、事前通知（PIN）を確認した関心のある入札者が入札書類を取得し、入札指示に従って提案書を準備し、提出することができます。

➤ ステップ 3-入札評価プロセス

入札者の提案は、ITER 機構の公正かつ専門的に有能な技術評価委員会によって評価されます。入札者は、技術範囲に沿って作業を実施できる技術的適合性を示す詳細を提供し、入札招請状（ITT）に記載された特定の評価基準に従って提案する必要があります。

➤ ステップ 4-落札

サービス契約は、入札招請状（ITT）に記載された評価基準および方法論に基づき、最良のコストパフォーマンスに基づいて授与されます。

○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 11 月 12 日
関心表明フォームの提出	2024 年 11 月 28 日
iPROC での入札への招待（ITT）の発行	2024 年 12 月 4 日
明確化のための質問（もしあれば）と回答締め切り	2025 年 1 月 24 日
入札提出	2025 年 2 月 9 日
契約調印	2025 年 3 月 14 日
契約開始	2025 年 4 月 1 日

○契約期間と実行

ITER機構は2025年の2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の24か月を伴って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。

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。

【※ 詳しくは添付の英語版技術仕様書「**COM Visit Guides**」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 10029299 - COM Visit Guides - KRH

“COM Visit Guides”

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

This Open Tender aims to procure substantial, continuous, and flexible support to the ITER visit program in a way that corresponds to the volume and frequency of visits and visitors to the ITER worksite and related outreach activities as further described in Annex II (Technical Specification).

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)	12 November 2024
Submission of expression of interest form	28 November 2024
Invitation to Tender (ITT) advertisement	4 December 2024
Clarification Questions (if any) and Answers deadline	24 January 2025
Tender Submission	9 February 2025
Tender Evaluation & Contract Award	28 February 2025
Contract Signature	14 March 2025
Contract Commencement	1 April 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 end of February 2025. The resulting Contract will be for a period of 36 months with an optional renewal of 24 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 Cécile.Mendoza@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 10029299 - COM Visit Guides - KRH**
DESIGNATION of SERVICES: **COM Visit Guides**
Officer in charge: **Kathleen Reich & Cécile Mendoza
– 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 specifications for COM visit guides

The document defines the technical requirements of the contract to provide support to the ITER visit program and related activities as a central part of ITER's communication and outreach activities.

Visit Program Support

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1 Preamble

ITER is a joint international research and development project that aims to demonstrate the scientific and technical feasibility of fusion power. The partners in the project - the ITER Parties - are 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 will be constructed in Europe, at Cadarache in the South of France.

Further information can be found on the ITER website at <http://www.iter.org/>.

2 Purpose

The document defines the technical requirements of the contract to provide support to the ITER visit program and related activities as a central part of ITER's communication and outreach activities.

3 Acronyms & Definitions

3.1 Acronyms

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

Abbreviation	Description
IO	ITER Organization
DO	Domestic Agency
AIF	Agence Iter France
COM	Communication Division
IO-CRO	ITER Organization Contract Responsible Officer
IO-TRO	ITER Organization Technical Responsible Officer
C-	Contractor
C-Team	Contractor's Team
C-RO	Contractor Responsible Officer
F4E	Fusion for Energy
GM3S	General Management Specification for Service and Supply
PRO	Procurement Responsible Officer
PPE	Personal Protective Equipment
ODG	Office of the Director General
SES	Security and Safety Section
TAR	Tour Access Request
VIP	Very Important Person

3.2 Definitions

Contractor: shall mean an economic operator who has signed the Contract in which this document is referenced.

Contract Responsible Officer (IO-CRO): shall mean the IO staff person accountable for the

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full-cycle contract performance including initiating the procurement request according to the procurement plan(s), preparing the technical documentation, in collaboration with the Procurement Officer, supporting the tendering process, ensuring the overall quality of the input data prepared for the tender and for the contract, and being the IO's single point of accountability for the overall performance of the contract once placed.

Technical Responsible Officer (TRO): Any IO staff responsible to the technical definition and provision of input for any given Contract. He/she is responsible to technically validate the deliverable outputs provided by the Contractor under an associated Contract under his/her responsibility.

Contractor: Legal entity to which the Contract is awarded and to which Task Order(s) will be issued. The Contractor is responsible for the performance of the services defined in the present document.

Contractor's Team: The Contractor and their staff working under its responsibility and coordination for the performance of the Contract

Contractor Responsible Officer: The person appointed (in writing) by the legally authorised representative of the Contractor, empowered to act on behalf of the Contractor for all technical, administrative legal and financial matters relative to the performance of this Contract

General public visits: visits by the general public are customarily requested through the ITER public website.

Professional visits: visits by scientific, technical, or relevant administrative groups or individuals.

VIP visits: visits involving government dignitaries, decision-makers, corporate executives, or other persons of influence. The Director-General or his delegate determines which visits are designated as VIP visits.

Visit team: dedicated group of individuals in COM who administer and execute the ITER visit program, with support from other ITER divisions, IPAs, interns, domestic agency staff, and external support as needed.

4 Applicable Documents

Ref	Title	IDM Doc ID	Version
1	General Management Specification for Service and Supply (GM3S)	82MXQK	1.4
2	ITER visits procedure	94MT82	3.8
3	ITER site access procedure	S3893D	3.1
4	How to request access to and within the ITER Site	WRWQRG	4.2
5	Public Holidays & Site closing dates (iter.org)	2V3KFB	
6	Procurement Requirements for Producing a Quality Plan	22MFMW	4.0
7	Contractor working at ITER	27WDZW	3.1
8	Contractor Safety Management Procedure	Q2GBJF	1.4

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5 Scope of Work

The selected Contractor will provide the required visit guide service under the current technical specifications by organizing and maintaining the team with substantial, continuous, and flexible human resources in a way that the service corresponds to the volume and frequency of visits and visitors to the ITER worksite and related outreach activities. The Contractor shall ensure that their team is always maintained with three full-time persons at all times (8 working hours at ITER with 40 working hours per week), with additional resources during peak times.

The provision of visit service is required every working day (excluding IO closure days Ref. 5) for 8 (eight) hours unless contra-indicated by the IO-CRO or IO-TRO.

The work is split into three sub-tasks:

5.1 Scope of work #1: Provide visit guide services in French and English

5.1.1 Description

The Contractor shall provide guides for visits. Most of these visits shall be conducted in French with a smaller number of visits in English, and will include:

- Group visits of the general public, ranging from individual visitors to larger groups.
- VIP visits.
- Visits by media, including videographers and photographers.

Depending on the type of visiting group, the Contractor shall ensure the conduct of different types of visits, to include:

- A presentation in the B08 visitors center or another suitable location.
- A worksite tour by bus or service vehicle.
- Visits to the technical buildings on the ITER platform as required.
- Guiding visitors to meet with technical staff, interviews, etc., in the ITER office buildings.

In carrying out these visits, the Contractor shall ensure that the visit guides:

- Have sufficient knowledge and understanding of the ITER Project and its technical aspects, or sufficient background to be trained by COM, to be able to:
 - o Present the Project for non-expert audiences, including scientists from other disciplines, engineers, students, government officials, and the general public.
 - o Conduct tours of the ITER worksite for these various groups.
 - o Deliver detailed explanations of the ITER project's objectives, technologies, construction progress, and operational principles.
 - o Answer questions and provide additional information as requested.
 - o Ensure the safety and security of visitors during tours.
- Coordinate regularly with COM staff and other ITER staff as needed to stay updated on the project developments and incorporate this information into tours.
- Use ITER presentation materials and messages validated by the Project.
- Follow safety and security rules at ITER site.
- Confirm, ahead of the visit, that all administrative and logistic preparations were undertaken.
- Welcome and brief visitors at the arrival, be present at security checks carried out by security personnel, hand out PPE as required, and collect it after the visit, and ensure the exit of visitors by following security guidelines.

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5.1.2 *Qualifications*

The Contractor shall ensure that their team are maintained with the qualified visiting guides so that the service can be provided at the adequate level defined under the technical specifications. It is the sole responsibility of the Contractor to select, hire and maintain the right resources with adequate qualifications. As non-binding reference, it is recommended to consider the following qualification and experiences for the selection of the Contractor's staff.

- At least 3 years of experience in guiding tours or public outreach, preferably in a scientific or technical environment.
- Professional demeanor and ability to present ITER positively; ability to handle unexpected situations calmly and efficiently.
- Educational background in a relevant field (e.g., science communication, hospitality, tourism, engineering, physics, international relations).
- Excellent communication and public speaking skills; strong interpersonal skills and ability to interact with diverse groups.
- Ability to explain complex technical information in an accessible and engaging manner; basic understanding of nuclear fusion technology and ITER's objectives.
- Proficiency in French and English; knowledge of additional ITER Member languages (e.g. Japanese or Chinese) is an advantage.

5.1.3 *Activity Frequency*

The ITER COM visit team carries out dozens of visits each month, normally involving hundreds of visitors (approximately 25,000 total visitors in 2023). This volume can be considerably higher during peak periods than during other times. Worksite visits range from 30 minutes to 2 hours, depending on the nature of the visit, plus the time required for a presentation. Administrative preparation for the visit can require multiple phone calls and / or emails with the visitors, plus preparation of the security access requests.

The Contractor team must always be present with three full-time staff to serve as visit guides, as described above, capable of also performing the work described below in Scope of Work #2 and #3, plus part-time staff for the same scope for peak periods, as needed.

5.2 **Scope of work #2: Provide administrative support for visits**

5.2.1 *Description*

The Contractor shall support the administrative activities related to visits:

- Monitor Outlook mailboxes connected to the visit team. Register incoming visit registrations and take charge of follow-up communication with the client.
- Ensure corresponding entries in the Outlook visit calendar, to ensure a balanced overall schedule of visits, and keep these calendar entries updated with relevant information based on the communication with clients and other relevant parties.
- Prepare, submit and follow-up on necessary access requests for visits in close cooperation with SES;
- Prepare necessary service tickets and bookings (bus, IT, PPE, rooms, catering, etc.) as required.
- Provide support for VIP visit arrangements (prepare meeting rooms, programs, background documents, nametags, etc.) as required.
- Monitor the number and status of the PPE stored in COM's multiple storage facilities and report the results to the visit team.

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5.3 Scope of work #3: Other support tasks

5.3.1 Description

The Contractor may be requested from time to time to perform other duties related to visits and local outreach:

- Participate in Open Doors Days, normally held on a weekend day, at which ITER hosts hundreds of visitors in a single day, with corresponding worksite tours and Visitor Centre activities.
- Provide support for local outreach activities, such as local exhibits about ITER, Fete de la Science events, the ITER Robots program held annually in conjunction with AIF, and similar outreach events at which virtual visits or other ITER presentations with similar content may be included, as needed.

The Contractor may be asked from time to time to provide related support for organizing meetings and events when visitors are present.

5.4 Service Duration

The maximum expected duration for this activity is 3 years with the option of renewal of 2 years.

6 Location for Scope of Work Execution

The work shall be performed primarily at the ITER site in Saint-Paul-lez-Durance. The main work location on the site will be Building 72 ITER Headquarters, plus the B08 Visitor Centre, and the worksite itself. Some teleworking within the commuting area may be agreed with the IO-CRO when the IO visit schedule allows. Some work connected to local outreach activities may be performed in the surrounding region, as required. Permission to work occasionally during weekends or evenings on visits and local outreach events shall be considered on an ad hoc basis.

7 IO Documents

IO will supply all information to the guides to enable them to comply with the safety requirements, and provide associated training, as appropriate.

8 Responsibilities

8.1 Contractor Responsibilities

8.1.1 Execution Team and Contractor's Team Leader

- 1) The Contractor shall form and manage the execution team.
- 2) The contractor shall appoint among their staff one person as the team leader (C-RO).
- 3) The contractor team leader shall manage the team for day-to-day operation and become the focal point of contact toward the IO.
- 4) The Contractor's team staff shall receive operational instructions from the team leader.
- 5) The Contractor shall guaranty the efficient coordination of the services.
- 6) The Contractor shall ensure that he complies with the provisions of the Contract, in particular with the following:

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- The Contractor shall guaranty that all input information provided to perform the task remain property of IO and shall not be used for any other activity than the one specified in this specification
 - The Contractor shall be in charge of the training & coaching of all his resources
 - The contractor shall provide an organization suitable to perform the work as describe in this specification
- 7) The Contractor shall be responsible for any delay in the execution of the Services resulting from the replacement of the Contractor's personnel, and to the extent that the reason of such replacement is attributable to the Contractor save where such a replacement is due to an unforeseeable situation such as death, long term sick leave or resignation by one of the Contractor's personnel.

8.1.1 Turn over

The contractor shall take appropriate action to limit as much as possible the contractor's staff turnover. These actions shall be detailed in the Quality Plan.

The contractor will make the necessary arrangements to ensure personnel changeover and the continuation of the visit service in the case of both foreseen and unforeseen absences.

8.1.2 Access request

The contractor shall submit its access request for his employees through the dedicated pre-enrolment application in accordance with Ref. 3 and Ref. 4. Access requests shall be submitted eight working days before arrival on site of the concerned employees.

Contractor's employees shall respect Ref. 3 and Ref. 4 especially swipe their badge when entering and exiting the ITER Site.

8.1.3 Use of the ITER logo

The contractor shall follow the "Procedure to Request and Grant Permission to Use the ITER Logo by External Entities" prior to any use of the ITER Logo.

8.1.4 Site Access and On-site Compliance

- 1) The Contractor shall be responsible for the observance by himself, his employees and sub-contractors of all safety precautions necessary for their protection and the protection of any other persons, including all precautions required to be taken by or under or pursuant to any applicable legislation. For the avoidance of doubt, this includes the ITER Organization Internal Regulations concerning work on site (applicable to a Contractor working at ITER) (document Ref. 7), Contractor Safety Management Procedure related to ITER (document Ref. 8).
- 2) The Contractor shall adhere to the site access procedures when entering the ITER Organization's site. The ITER Organization shall provide the Contractor with any necessary information and documentation for site access.

8.1.5 Legal Compliance

- 1) The Contractor shall comply with all local labour and tax laws where applicable including but not limited to safety, training, hygiene, work and residence permits, social security contributions and unemployment insurance. In particular, the Contractor

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undertakes to register its staff with the applicable tax authorities and to duly exercise its statutory powers and fulfil its statutory obligations by withholding from salary payments to its staff all forms of income tax and social security payments, which he is entitled to withhold and to pay over the amounts withheld to the appropriate authorities.

- 2) The Contractor shall indemnify and render the ITER Organization free from any claims or complaints concerning any governmental or local fines, taxes, excises or assessments arising from failure by the Contractor to carry out its obligations under this contract.

8.1.6 Particular Conditions for the Performance of the Contract

- 1) The Contractor shall provide a high degree of flexibility in meeting the IO's requests. The support shall be provided in an impartial way with respect to any other interest the Contractor may have in the tasks.
- 2) Only the Contractor's representatives (C-RO, C-TRO) as defined under article 3 shall be entitled to act on behalf of the Contractor towards the ITER Organization during the execution of the Contract and the related Task Orders.
- 3) The legal relationship resulting from the contract of employment between the Contractor and its personnel shall not be affected by this Contract.

Therefore, except for operational and safety instructions necessary for the performance of the Services, the ITER Organization shall not be allowed to give directives to the Contractor's personnel for any matters under this Contract.

8.1.7 Miscellaneous

- 1) The Contractor accepts all obligations and to cover all costs, whether or not expressly agreed in the Contract, that are necessary to perform the Services.
- 2) For any delays and/or interruption of Services caused by the Contractor and beyond the control of the ITER Organization, the Contractor shall provide the relevant ITER Organization with a notice and a recovery plan as soon as possible but not exceeding ten (10) working days from the occurrence of the delays and/or interruption.
- 3) The Contractor shall take full responsibility for all steps necessary to obtain any work permits, visas, intellectual property rights or licenses required for performance of the Services under the laws and regulations in force.

8.2 Responsibilities of the ITER Organization

Designated Points of Contact

The ITER Organization's appointed Responsible Officer (IO-CRO, supported by the IO-TRO) and Procurement Officer (IO-PRO) are in charge of the execution of the Contract and related Instructions to Proceed.

8.2.1 Computers and software

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The IO shall supply:

- Computers and software for accessing the Intranet of the ITER Organization,
- Access control system

The IO shall be in charge of supplying computer equipment and associated software, and shall also ensure any related maintenance operations of the provided equipment and software.

Any information recorded in these systems are IO property.

Use of computers and software shall be limited to professional purposes only.

8.2.2 *Safety equipment*

The IO will provide the appropriate PPE for site visits (including helmets, safety shoes, life vests).

8.2.3 *Calendar*

IO shall provide the latest [Public Holidays & Site closing dates \(iter.org\)](http://iter.org) document (Ref. 5).

8.2.4 *Communication*

IO shall assign two IO representatives (IO-CRO seconded by the IO-TRO), to work as sole Contractor interface.

The IO representatives will assess the performance and quality of the work.

The IO representatives shall be responsible for checking the deliverable against the requirements stated in Art. 5.

IO shall make available to the Contractor all technical data and documents which the Contractor requires to carry out its obligations pursuant to this specification in a timely manner.

9 List of deliverables

The primary deliverable is for the visit guides to successfully complete visits and associated events, including any associated administrative activities, in a timely and ongoing manner. Other deliverables include:

- Comprehensive tour scripts and materials tailored for different visitor groups.
- Monthly reports on the number of tours conducted, visitor feedback, and any issues encountered.
- Participation in regular briefings with COM and other ITER staff as needed to maintain a current understanding of Project progress and update tour content accordingly.

The contractor shall issue a monthly report presenting the Contractors' monthly activities no later than the 15th of the month after. This monthly report shall at least follow the content detailed in Art. 5.

The IO-CRO has the possibility to request at any time additional elements to be integrated in the monthly report.

10 Specific General Management requirements

10.1 Work Monitoring

A monthly progress meeting shall be organized by the ITER Organization to discuss the summary activities and or adjustments needed.

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10.2 Meeting Schedule

On demand as the need arises.