外部委託業者の募集

References: IO/25/OT/70001281/KJT

"Videoconferencing hardware and support"

（ビデオ会議に必要なハードウェアのサポート）

IO 締め切り 2025 年 5 月 16 日(金)

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。

国内機関は、次回の入札に先立って、これらのサービス/工事を提供することができる企業、機関またはその他の団体が入札の詳細を事前に通知する前に、この情報を公表するよう求められます。

〇背景

ITER は平和利用の核融合発電の科学的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

本枠組み契約の目的は、広範な電気通信技術ソリューション（ハードウェア、ソフトウェア、コンサルタント）の供給です。選定される契約者は、以下を含みますがこれらに限定されず、ハードウェア販売に関連する高品質なサービスを提供できる必要があります。

プレセールスコンサルティング、構成最適化、物理的および論理的な設置、延長保証、予防および事後保全、ならびにコンサルティングやトレーニングなどのその他の付随サービス。

詳細については、2025年2月17日付 技術仕様書 ref. ITER_D_DLJBZY v1.1（本調達公示に添付）をご参照ください。

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。

〇概略日程

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	2025 年 5 月 5 日の週

関心表明フォームの提出	2025 年 5 月 16 日
iPROC での提案リクエストの発行	2025 年 5 月 19 日の週
明確化のための質問（もしあれば）の締め切り	2025 年締め切りの 15 日前
明確化のための質問への回答締め切り	2025 年締め切りの 10 日前
iPROC での入札提出	2025 年 7 月 7 日の週
入札評価及び契約授与	2025 年 8 月
契約調印	2025 年 Q3
契約開始	2025 年 Q4（タスクオーダーを通して）

〇契約期間と実行

ITER機構は2025年のＱ４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4年で、２つオプション期間としてそれぞれ1年の延長を含む予定です。

ITERで使われる言語は英語で、流ちょうなプロレベルが必要です（話言葉、書き言葉とも)。

〇経験

契約者は、広範な電気通信技術ソリューションおよび複雑なオーディオビジュアル統合プロジェクトの供給に関するソリューション提供において豊富な経験を有し、少なくとも 250 万ユーロの売上高または大規模な公共機関（従業員 2000 名以上）との類似プロジェクトにおける顧客紹介が 3 件以上あることとします。

契約者が提案するソリューションは、当該分野の主要ブランドからのあらゆるソリューションを提供できる能力を含み、受入基準の領域に沿って IO のビジネスニーズに応えるものでなければなりません。将来の契約者は、製造業者と IO の間で単一の窓口となる必要があります。

選定される契約者は、以下を含みますがこれらに限定されず、ハードウェア販売に関連する高品質なサービスを提供できる必要があります。プレセールスコンサルティング、構成最適化、物理的および論理的な設置、延長保証、予防および事後保全、ならびにコンサルティングやトレーニングなどのその他の付随サービス。

〇候補

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「**Videoconferencing hardware and support**」をご参照ください。】
ITER 公式ウェブ　http://www.iter.org/org/team/adm/proc/overview からも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

To: Domestic Agencies (DAs)

Date: 6 May 2025

IO Tender Reference: IO/25/OT/70001281/KJT

Title: Videoconferencing hardware and support

Subject: Prior Indicative Notice (PIN)

Dear colleagues,

The ITER Organization intends to launch an Open Tender process in the coming weeks as indicated above and in accordance with the details in the attached Prior Indicative Notice (PIN). In this regard, and to provide some introductory information about the forth-coming tender, we kindly request the attached PIN to be published on your DA website with immediate effect until 16 May 2025.

china
eu
india
japan
korea
russia
usa

The advance notification is to alert companies, institutions or other eligible entities to the forth-coming tender, and provide information to promote healthy competition, allowing interested parties time to decide whether to participate in the tender or not.

Please could you kindly acknowledge receipt of this e-mail and confirm once the PIN is published on your website.

Yours sincerely

Kristel Jeanmart
Buyer

Annexes:
- Prior Indicative Notice
- Technical Specifications
- Expression of Interest Form

Contact: Kristel Jeanmart – Procurement - Tel. +33 4 42 17 68 19
e-mail: kristel.jeanmart@iter.org

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

IO/25/OT/70001281/KJT

for

Videoconferencing hardware and support

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 the As-Built Digitalization Solution.

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 Framework Contract(s).
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 forth-coming 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 purpose of this framework contract(s) is the supply of a wide range of Telecommunication Technology solutions (Hardware, Software and Consultancy). The selected Contractor should be able to deliver high quality services related to the hardware selling including, but not limited to: pre-sales consultancy, configuration optimization, physical and logical installation, extended warranty, preventive and remedial maintenance and other incidental services such as consulting and training.

The details can be found in the Technical Specifications ref. ITER_D_ DLJBZY v1.1 dated 17 February 2025 (attached to this PIN).

4 Procurement Process & Objective

The objective is to award a Framework Contract(s) 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 forth coming 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.

  Special attention:
  Interested tenderers are kindly requested to register in the IO Ariba e-procurement tool called "IPROC". The registration process is described at the following link: 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 – Request for Proposal :
  The Request for Proposal will be sent in IPROC to the Tenderers who expressed their interests in accordance with the procurement timetable below. 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.

  Special attention:
  Only companies registered in the IPROC tool will be invited to the tender.

- 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 Request for Proposal (RFP).

- Step 4 – Contract award :
  A framework contract(s) will be awarded on the basis of Best Value for Money according to the evaluation criteria and methodology described in the Request for Proposal (RFP).

Procurement Timetable

The tentative timetable is as follows:

Milestone	Date
Publication of the Prior Indicative Notice (PIN)	Week of 5 May 2025
Submission of expression of interest form	16 May 2025
Request for Proposal (RFP) publishing on IPROC	Week of 19 May 2025
Clarification Questions (if any) and Answers	15 days before tender submission deadline
Answers to Clarifications	10 days before tender submission deadline
Tender Submission in IPROC	Week of 7 July 2025
Tender Evaluation & Contract Award	August 2025
Contract Signature	Q3 2025
Contract Commencement	Q4 2025 (through Task Orders)

5 Quality Assurance Requirements

Prior to commencement of any work under this Contract(s), a "Quality Plan" shall be produced by the Supplier and Subcontractors 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 Framework Contract(s) around Q4 2025. The estimated contract duration shall be 4 years with 2 optional periods of 1 year each.

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

7 Experience and Capacity

The Contractor has an extensive experience in providing solutions for the supply of a wide range of Telecommunication Technology solutions and complex Audo visual integration projects with at least 3 customer references in similar projects with at least 2.5M€ turnover or large public organizations (over 2000 employee).

The Contractor proposed solution shall answer to IO business needs in line with the acceptance criteria domains including the ability to deliver the complete range of solutions from the main brands in the sector. The future Contractor must provide a unique interface between the manufacturers and IO.

The selected Contractor should be able to deliver high quality services related to the hardware selling including, but not limited to: pre-sales consultancy, configuration optimization, physical and logical installation, extended warranty, preventive and remedial maintenance and other incidental services such as consulting and training.

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 authorised 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 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.

9 Sub-contracting Rules

All sub-contractors who will be taken on by the Contractor shall be declared with the tender submission. 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 any sub-contractor which was not notified in the tender and request a copy of the sub-contracting agreement between the tenderer and its sub-contractor(s). For each Contract, sub-contracting is allowed but it is limited to one level, and its cumulated volume is limited to 30% of the total Contract value. Two levels of sub-contracting may be considered for very specific activities which will be mentioned by the IO in the Tender documentation.

IDM UID
DLJBZY

VERSION CREATED ON / VERSION / STATUS
17 Feb 2025 / 1.1 / Approved

EXTERNAL REFERENCE / VERSION

Technical Specifications (In-Cash Procurement)

TECS_2025-02_CFT_Videoconferencing hardware and support

TECS_2025-02_CFT_Videoconferencing hardware and support

SUPPLY

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SUPPLY

SUPPLY

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

Currently ITER Organization (hereinafter IO) acquires its Telecommunication hardware, IT Solutions and Services via a value-added reseller providing a distribution channel between the products manufacturers and IO. This contract requires the selected contractor to hold highly qualified partnership relations with the various manufacturers involved.

The purpose of this call for tender is to conclude a framework supply contract for the supply of a wide range of Telecommunication Technology solutions (Hardware, Software and Consultancy).

The tenderers must be able to deliver the complete range of solutions from the main brands in the sector. The future Contractor must provide a unique interface between the manufacturers and IO.

The selected Contractor should be able to deliver high quality services related to the hardware selling including, but not limited to: pre sales consultancy, configuration optimization, physical and logical installation, extended warranty, preventive and remedial maintenance and other incidental services such as consulting and training.

3 Acronyms & Definitions

3.1 Acronyms

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

Abbreviation	Description
MTO	Material Take Off
CRO	Contract Responsible Officer
GM3S	General Management Specification for Service and Supply
IO	ITER Organization
PRO	Procurement Responsible Officer
MTR	Microsoft Teams Rooms
TLC	Telecommunications

3.2 Definitions

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

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4 Applicable Documents & Codes and standards

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	0.0

4.2 Applicable Codes and Standards

This is the responsibility of the Contractor to procure the relevant Codes and Standards applicable to that scope of work.

Ref	Title	Doc Ref.	Version
	Not Applicable		

5 Scope of Work

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

5.1 Scope of Supply

ITER has built, during the last 10 years, an IT environment based on standard and recognized technologies. The IT infrastructure is mainly based on high availability systems/components including redundancy for critical servers, virtualization, storage.

IO wants to continue to maintain, develop and improve the IT infrastructure by :

- adding new hardware according to the needs
- maintaining the existing hardware configuration

- replacing or upgrading old technologies with new standards for:
  - better performances
  - increased quality
  - better reliability and manageability
  - reduce the total cost of ownership.

5.1.1 Sizing

The IO IT gives support to 3000 users over more than 25 buildings on the Saint-Paul Lez Durance site and 4500 remote users spread over the ITER project member's country.

Two modern Datacentres have been implemented and are hosting the technical infrastructure. The Telecommunication infrastructure is mainly composed of:

- Microsoft Teams as Unified Communication Solution
- 55 video conference rooms contain
  - 26 Yealink MVC860 MTR Rooms
  - 500 seat amphitheater
  - The ITER Council Chamber
  - 22 Yealink A20 systems
  - 4 Yealink MeetingBoard systems
  - 3 Polycom RealPresence Group 310
- A telephony infrastructure
  - Alcatel OmniPCX for emergency telephony
    - 300 emergency phones
    - Emergency Telephony Recorder
  - Audiocodes SBCs
  - MDM Intune and Workspace one
    - 300 iPhones
    - 50 tablets

5.1.2 Obsolescence and technological evolution

In relation to the rapid obsolescence of IT items subject of this procurement procedure, ITER is presenting a list of currently ordered hardware to give an idea of the level of performance and features required. ITER will be allowed to order different models than the one mentioned in the framework contract tech specs to follow the technological evolution.

5.1.3 IO Hardware current environment

Our videoconferencing infrastructure is built on Microsoft Teams, with Yealink Microsoft Teams Room (MTR) systems installed in rooms and offices. Users have access to a mix of Android- and Windows-based MTRs, while some rooms still feature Poly RealPresence Group systems.

Meeting rooms are equipped with at least one screen for video conferencing and a projector for document sharing. Personal systems, such as the Yealink A20, are typically connected to a single screen.

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Specialized rooms, including the Council Chamber, Amphitheatre, and large conference rooms, feature advanced automation systems that centrally control various room elements.

Additionally, we use Pexip as a gateway to integrate legacy H.323 systems with the Teams infrastructure.

Telephony primarily operates through the Teams infrastructure, utilizing on-site SBCs and direct routing. The setup includes VoIP phones, conferencing phones, wired and wireless headsets, webcams, PCs, and peripherals.

For emergency telephony, the Alcatel OmniPCX system is employed. Red phones in office buildings and on the construction site are configured for direct call-on-pickup functionality to the guard post. Emergency telephone conversations are recorded using a dedicated recording server.

For mobile telephony, we use Mobile Device Management solutions to centrally configure devices and apply policies. Intune for iOS devices and WorkspaceOne for Android devices.

5.1.4 Deliverables

The associated services are due in the same locations as the delivery.
The services include, but are not limited to, installation, configuration, extended warranties, maintenance and other incidental services such as consulting - analysis and design - or training. These services may be acquired directly from the Contractor through this framework contract.
The support services include preventive and remedial maintenance, as well as moves, modification of equipment and software upgrades required to ensure that installed solutions can function effectively and within a homogeneous environment.

The maintenance services will also be used to maintain existing equipment of a brand offered by the contractor, but purchased and installed via previous procurement procedures.

Consulting services may include the qualified, professional ability of the Contractor to offer analysis, recommendations, or design expertise to ITER Organization relating to the applicable hardware and may include the ability to:

- Analyse existing technological environment, including hardware, software, and live operations for proactive actions,
- Design and develop new systems, add-ons or modifications to existing telecommunication systems, including single platform or distributed systems,
- Develop functional and/or design specifications, technical writing and documentation in English.

5.2 Consulting services

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5.2.1 Description

Consulting services may include the qualified, professional ability of the Contractor to offer analysis, recommendations, or design expertise to ITER Organization relating to telecommunication hardware and software. Said expertise must include a current knowledge of the technology marketplace, related telecommunication issues and trends, and may include the ability to:

- Analyse existing technological environment, including hardware, software, and live operations for proactive actions,
- Design and develop new systems, add-ons or modifications to existing telecommunication systems, including single platform or distributed systems,
- Develop functional and/or design specifications, technical writing and documentation in English.

5.2.2 Consultant

The consultant must possess the following skills, capabilities and experience:

- 7+ years' experience managing the product(s) specified in the requested profile.
- Any relevant certification in the area is considered.
- A broad, enterprise-wide view of the business and varying degrees of appreciation for strategy, processes and capabilities, enabling technologies, and governance.
- The ability to recognize structural issues within the organization, functional interdependencies.
- The ability to apply architectural principles to business solutions.
- The ability to assimilate and correlate disconnected documentation and drawings, and articulate their collective relevance to the organization and to high-priority business issues.
- S/he shall have a very good written and oral command of English.
- Capability of integration in an international/multicultural environment, even if for short periods, rapid self-starting capability and experience in team working are mandatory.
- The ability to:
    - Design and coordinate effective installation of one or more of the specified products and properly configure hardware and software.
    - Plan and perform appropriate procedures, documentation, inventory assessment, and other procedures related to the product(s) management.
    - Monitor, analyse system components and make recommendations regarding system security, performance, disk and other components utilization.
    - Design architectures and reviews existing architectures as part of the service life cycle, using performance benchmark data and/or manufacturers recommendations as inputs into choosing the appropriate hardware and/or software.
    - Determine business requirements and translate those requirements into the definition of a conceptual, logical and physical model for the proposed new system or enhancements.
    - Work with a team to automate management tasks, streamline processes and perform standard administration functions as needed.

Conduct software and hardware evaluations, provide technical analysis and implement systems to meet ITER's IT goals.

5.3 Maintenance

The Contract will also cover the maintenance of the equipment supplied, repairing the defective products.
The Maintenance Services can be purchased as part of an official price list or as a service supplied directly by the Contractor.
The Contractor must be able to provide the Maintenance level required for each manufacturer, as described in "Manufacturers List (8.1.1)".
Three maintenance services are requested in the call for tender:

1. **Basic maintenance** to exchange defective parts;

   The Basic maintenance service covers an Advanced Replacement Service (=SWAP) for every hardware item supplied to ITER under the Contract.

   The Basic Maintenance will operate as follows:

   - The Contractor (or the Manufacturer) will keep a spare stock of hardware items.
   - Whenever a hardware item becomes defective, ITER will inform the Contractor, who will arrange an appointment to repair or deliver and replace (**within five working days**) the affected equipment.
   - ITER will return the defective part to the Contractor.

   The Basic Maintenance Services will provide ITER with a direct access to the Technical Support or Assistance Centres of the different manufacturers.

   For software products, the basic maintenance covers the access to the Manufacturers' Service Desk to obtain software support and to download the latest upgrades. For some software products it may be necessary that ITER will have to order a software subscription.

   The Contractor must provide a service desk with fluent English speaking Staff during ITER's **Normal Working Hours (Mon-Fri; 09.00 – 18-00).**

   The transport cost (delivery and return of a defective part) is included in the basic maintenance service cost.

2. **Standard maintenance** for on-site support during the **Normal Working Hours (09.00 – 18.00);**

   The Standard maintenance is a supplement of the Basic Maintenance and provides on-site maintenance **during the Normal Working Hours, 5 days a week, from Monday to Friday, on site intervention next business day**.

   For critical items in rooms such as the amphitheater or Council Chamber, the contractor shall implement workaround solutions until the defective part can be repaired or replaced.

   The standard maintenance services also include the installation of regular updates of the system software in order to keep the devices up to date.

Remarks:

SUPPLY

- The guarantee for the products acquired under this contract is for a period of 2 years. During this guarantee period the Basic maintenance is free of charge. The guarantee period starts from the date of signature by ITER of the delivery slip or the installation report.
- For some manufacturers the definition of working hours might be different from the ITER's one (e.g. 09.00 – 17.00 instead of 09.00 – 18.00). If a Maintenance Service provided by the Manufacturer has a slightly different definition of working hours for the coverage of the Service itself, ITER reserves the right to purchase it or to ask the Contractor to provide a different solution.

6 Location for Scope of Work Execution

The IO expects the Contractor to be able to deliver the purchased hardware in IO headquarters (located in Cadarache, Alpes d'Haute Provence, France)

7 IO Documents & IO Free issue items

No input nor free issue item is expected from IO.

7.1 IO Documents:

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

Ref	Title	Doc ID	Expected date
	Not Applicable		

7.2 Free issue items:

Under this scope of work, IO will deliver the following equipment/parts by the stated date:

Ref	Equipment / Part Description	Part Nbr	Expected date
	Not Applicable		

8 Deliverables and Schedule Milestones

8.1.1 Schedule for delivery

As stated previously, the contractor must be able to provide, integrate, and maintain equipment from the list of vendors below. However, IO may also request equipment from other vendors if they are better suited for a specific purpose.

Vendor	Equipment Types	Delivery Time*
Yealink	*Video conference devices, phones and accessories*	20 business days
Poly	*Video conference devices, phones and accessories*	20 business days
Epson	*Projectors*	20 business days
Christie	*Projectors*	20 business days
Samsung	*Monitors*	20 business days
NEC	*Monitors and Projectors*	20 business days

SUPPLY		
Panasonic	*Monitors and Projectors*	20 business days
LG	*Monitors and Projectors*	20 business days
Extron	*AV equipment*	20 business days
Crestron	*AV equipment*	20 business days
Kramer	*AV equipment*	20 business days
Lindy	*AV equipment*	20 business days
Yamaha	*Audio Equipment*	20 business days
Shure	*Audio Equipment*	20 business days
Sennheiser	*Audio Equipment*	20 business days
Bosch	*Audio Equipment*	20 business days
Jabra	*Audio Equipment*	20 business days
Beyerdynamic	*Audio Equipment*	20 business days
Alcatel	*Telephony equipment*	20 business days
Audiocode	*Telephony equipment*	20 business days
Logitech	*Cameras and accessories*	20 business days
Axeos	*Furniture and Monitor Stands*	20 business days
Telecom Cables, adapters, mounting kits and accessories	*Accessories*	20 business days

8.1.2 List of deliverable documentation

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.

You can find here below a minimum list of documentation, but not limited to, that are required within the expected timing:

Category	Document Type	Further Description	Expected Timing (T0+x) *

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

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

9 Quality Assurance requirements

The Quality class under this contract is [4], [Ref 1] GM3S section 8 applies in line with the defined Quality Class.

10 Safety requirements

Not Applicable

10.1 Nuclear class Safety

Not Applicable

10.2 Seismic class

No specific safety requirement related to PIC and/or PIA and/or PE/NPE components apply.

11 Special Management requirements

Not Applicable

11.1 Contract Gates

Not Applicable

11.2 Work Monitoring

Not Applicable

11.3 Meeting Schedule

Not Applicable

11.4 CAD design requirements

This contract does not imply CAD activities

11.5 [ANY OTHER SPECIFICITIES]

Not Applicable

12 Appendices

Appendix I – List of Deliverable Supplies

ANNEX I

EXPRESSION OF INTEREST & PIN ACKNOWLEDGEMENT

To be returned by e-mail to: Kristel.Jeanmart@iter.org copy Emilio.Rondinella@iter.org

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

TENDER No.	**IO/25/OT/70001281/KJT**
DESIGNATION of SERVICES:	**Videoconferencing hardware and support**
OFFICER IN CHARGE:	**Kristel Jeanmart – 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:

.....

Signature: COMPANY STAMP

Name: .....

Position: .....

Tel: .....

E-mail.....

Date: .....