

## 外部委託業者の募集

References: IO/MS/25/EBT

### “Market Survey for removal services”

(転居支援サービスの市場調査)

IO 締め切り 2025 年 5 月 28 日(水)

#### ○市場調査の目的

本市場調査の目的は、グローバルな転居（ドア・ツー・ドア）サービスに関する市場の状況を評価し、IO（ITER 機構）の募集に関心を持ち、対応できる潜在的な能力を有する候補となる転居業者を特定することです。

#### ○供給の範囲

ITER 機構（以下、「IO」という）は、共に新たなエネルギーへの道を追求するため、最高の才能と経験を持つ人材を採用しています。IO は、世界各地からの、または世界各地への転居を支援しています。所在地については、下記の 4 項で詳述します。

職員が採用された場所から、または雇用後の次の赴任地への異動を円滑に行えるよう、効率的な支援を提供することが重要です。単一の転居業者を選定することにより、IO は管理時間と手続きを削減し、選定された転居業者から高品質で一貫性があり、費用対効果が高く、タイムリーな転居サービスを確保することができます。これにより、IO への入職から退職までの職員の従業員体験が向上します。

#### ○期待される要件

##### (1) 一般

- 転居サービスが想定される国におけるグローバル／国際的なネットワークまたはパートナーネットワーク
- 職員と英語でコミュニケーションをとる能力（主な連絡担当者、および到着地の現地事務所または配送サービス）
- 見積書発行後に発生する追加費用は、すべて転居業者が負担すること
- 国内および国際転居の管理責任、世帯用品の輸入免税に関して IO の適切なチームとの連携
- 従業員または下請業者の過失および不正行為に起因する物品の紛失または損害に対する賠償責任
- 遅延または不履行、および移動中に建物の共用部に生じた損害に対する責任
- 転居業者の過失による損害に起因する費用を補償するための適切な専門賠償責任保険への加入責任
- 転居保険会社への損害賠償請求
- IO からの支払いは、到着地での配送／荷降ろしサービスの完了後、および職員からの確認後に行われること

## (2) 出発地

- 見積もりを提供するため、下記の4項に記載されている国の職員の住居への訪問
- サービスの一部として、予見される保管料、港湾保管料、およびその他の転居関連費用を含む詳細な見積書の提供。遅延などの予期せぬ事態が発生した場合、港湾取扱手数料または関連費用を含む追加費用を誰が負担するのかを明記すること
- 梱包材の提供
- 梱包サービスおよび家具の解体
- 指定された転居出発地での世帯用品の積み込み
- 適切な輸送手段による世帯用品の輸送

## (3) 到着地

- 出発地および到着地の港において、ITERの特権および免除に従って、通関手続きおよび関税免除の処理
- 指定された到着地での世帯用品の配送および荷降ろし
- 開梱および家具の組み立て

## (4) アフターサービス

- 通常 VAT（付加価値税）が免除される ITER 機構のステータスに従った請求書の発行
- 財務部門との会議後に追記される請求条件

## ○サービスが必要な地域

- (1) 主に当機構の勤務地であるフランス、サン・ポール・レ・デュランス近郊の地域と、加盟国（EU、中国、インド、ロシア、韓国、米国、日本）の間。
- (2) 新規採用および退職する職員が転居する国に応じて、その他の国々。

## ○年間の転居件数（実績）

（詳細は技術仕様書を参照下さい）

【※ 詳しくは添付の英語版技術仕様書「**ANNEX I - MARKET SURVEY REMOVAL SERVICES SUMMARY OF SCOPE AND REQUIREMENTS**」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。

To: Potential bidders

**Date:** 07<sup>h</sup> May 2025

**Reference:** IO/MS/25/EBT

**Subject:** letter of invitation to participate to the market survey for removal services

Dear Madam/Sir,

The ITER Organization (IO) has launched a Market Survey/Request for Information (RFI) and requests information from companies having the interest, knowledge and capacity related to removal services.

The main purpose of this RFI is to evaluate the market situation and to identify candidate suppliers having the potential capabilities to respond to the IO solicitation process that may follow.

china

eu

Please note that this is not a Call for Nomination.

india

You will find enclosed the Technical Description related to this Market Survey/RFI (Annex I).

japan

korea

With this letter, we invite all potential companies, institutions or entities from ITER Member States to participate to this Market Survey/RFI through the questionnaire (Annex II).

russia

usa

We kindly invite the Domestic Agencies to publish this Market Survey/RFI on their websites or through other advertising methods, which will help to retrieve the requested information from a maximum of potential candidates.

Please return a completed questionnaire, no later than 28<sup>th</sup> May 2025, to the following email address [emilie.blanchet@iter.org](mailto:emilie.blanchet@iter.org).

Thanks in advance for your co-operation.

Yours faithfully,

Takakazu Kimura  
Procurement Project Support

# **ANNEX I - MARKET SURVEY REMOVAL SERVICES**

## **SUMMARY OF SCOPE AND REQUIREMENTS**

### **1. Purpose of Market Survey**

The purpose of this Market Survey is to evaluate the market situation for global relocation (door-to-door) services and to identify candidate removal companies having interest and potential capacity to respond to IO's solicitation.

### **2. Summary of scope:**

The ITER Organization ("the IO") recruits personnel with the best talents and experience to pursue our way to new energy together. The IO supports relocation from/to all over the world. Locations are detailed in part 4 below.

It is important to provide efficient support for staff members to facilitate transition from a location where they are recruited or to the next destination after the employment. By selecting a single removal company, the IO can reduce administrative time and procedures and ensure high quality, consistent, cost effective, and timely removal service from the selected removal company. This will enhance staff members' employee experience with the IO from onboarding through departure.

### **3. Expected requirements:**

#### **(1) General**

- Global/international network or partner network in countries where removal service is expected
- Capability to communicate with staff members in English (main contact person and local office or delivery service at the point of arrival).
- Removal company must bear any additional costs incurred after issuance of the quotation.
- Responsibility to manage domestic and international removal, liaising with the appropriate team from the IO for household import exemptions.
- Liability in case of negligence and misconduct of employees or sub-contractors resulting in the loss or damage of an object.
- Accountability for any delay or failure to deliver and for the damage caused to the common areas of the buildings during the move.
- Responsibility to secure adequate professional indemnity insurance to cover expenses arising from damage caused by the removal company.
- Claim damages to the removal insurance company.

- Payment from the IO will be after completion of delivery/unloading service at the point of arrival and upon confirmation from the staff member.

(2) At point of departure

- Conduct a house visit at staff member's residence in countries described in 4 (below) to provide estimates.
- Provide a detailed quotation that includes any foreseen storage fee, port storage, and other removal-related costs as part of your services. Specify who will be responsible for additional expenses, including port handling or associated charges, in the event of unforeseen circumstances such as delays.
- Provide packing materials.
- Packing service and dismantling furniture.
- The loading of household effects at a designated point of departure of removal.
- The transport of household effects by appropriate means of transport.

(3) At point of arrival

- Process customs clearance and customs fees exemptions in accordance with the ITER privileges and immunities at the port of arrival and departure.
- Delivery and unloading of household effects at a designated point of arrival.
- Unpacking and assembling furniture.

(4) After Service

- Issue an invoice in accordance with the ITER Organization status, normally exempt from VAT.
- Invoice conditions to be added after the meeting with Finance.

**4. Location of service required:**

- (1) Mainly between our duty station, regions near Saint Paul les Durance, France and member countries: EU, China, India, Russia, South Korea, the USA, Japan.
- (2) Other countries depending on where newly recruited and departing staff members relocate from/to.

**5. Number of removals per year:**

From/To \ Year	2020	2021	2022	2023	2024
<b>China</b>	6	7	4	7	6
<b>EU</b>	27	36	41	23	9
<b>India</b>	4	7	9	3	1
<b>Japan</b>	3	4	5	7	6
<b>S. Korea</b>	8	7	10	11	5
<b>Russia</b>	3	5	4	6	3
<b>USA</b>	5	7	2	6	3

<b>Other*</b>	2	4		2	1
<b>TOTAL</b>	58	77	75	65	34

\*Other: Jordan, Malaysia, Mexico, Singapore, Turkey, UAE, Uruguay

#### 6. Average volume of removal (without dependent child):

Year From/To	2020	2021	2022	2023	2024
<b>China</b>	28	15	17	21	25
<b>EU</b>	17	20	21	22	2
<b>India</b>	31	15		16	
<b>Japan</b>	11	6	6	8	20
<b>S. Korea</b>	38	10	33	32	1
<b>Russia</b>	2	2	0.05	4	
<b>USA</b>	28	28	30	26	
<b>Other*</b>	16	24			6

\*Other: Jordan, Mexico, Turkey, Uruguay (Unit: m<sup>3</sup>)

#### 6.1 Average volume of removal (with dependent children – family of 3-7):

Year From/To	2020	2021	2022	2023	2024
<b>China</b>	47	34	30	33	53
<b>EU</b>	50	45	29	42	42
<b>India</b>	8	9	13	5	45
<b>Japan</b>		19	24	11	14
<b>S. Korea</b>	50	52	37	51	50
<b>Russia</b>	11	10	7	6	20
<b>USA</b>	38		30	40	36
<b>Other</b>		45		19	

\*Other: Malaysia, Singapore, UAE (Unit: m<sup>3</sup>)



china eu india japan korea russia usa

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

## ANNEX II - MARKET SURVEY REMOVAL SERVICES TECHNICAL QUESTIONNAIRE

*Companies and/or entities interested in participating to this market survey shall return a completed questionnaire to the following email address [emilie.blanchet@iter.org](mailto:emilie.blanchet@iter.org) , no later than 28<sup>th</sup> May 2025.*

*Please note that this is not a Call for Nomination request. At this moment, the ITER Organization (IO) is preparing a procurement strategy for this project.*

### 1. General information about the Company / Institute compiling the questionnaire

Company Name: .....

Address: .....

#### *Persons to be contacted:*

Contact person	Name + Title	Email address	Telephone
<b><u>Commercial:</u></b>			+
<b><u>Technical :</u></b>			+

#### *Main activities*

Main activities	Description
1. ....	
2. ....	
3. ....	
.....	

#### *Turnover*

Contact person	Turnover 2022	Turnover 2023	Turnover 2024	Number of employees
All activities				

### 2. Questionnaire

#### 2.1 Core competence and interest

Contact: *Emilie Blanchet* – Procurement and Contracts Division - Tel. +33 (0)4 42 17 61 42 – E-mail: [emilie.blanchet@iter.org](mailto:emilie.blanchet@iter.org)



***Would you be interested in tendering for the described global removal services for the ITER staff members? Do you have experiences and capabilities for such scope?***

**YES** ☐

**NO** ☐

Please provide overview and/or any complementary information:

.....

.....

.....

***Do you have capacity to accommodate approximately 60-70 removal requests per year (may vary depending on the number of recruitment and departure)?***

**YES** ☐

**NO** ☐

Please provide overview and/or any complementary information:

.....

.....

.....

## **2.2 Participation and sub-contracting**

***Would you tender as a company or as a consortium? Would you use sub-contractors?***

**YES** ☐

**NO** ☐

Please provide overview and/or any complementary information:

.....

.....

.....

## **2.3 Global Service network**

***Do you have a global removal service network to cover ITER Project member countries (China, EU countries, Japan, Korea, India, Russia and USA)?***

**YES** ☐

**NO** ☐

Please provide overview and/or any complementary information:

.....

.....

.....

***Do you have a global removal service network to cover other countries than ITER Project member countries (China, EU countries, Japan, Korea, India, Russia and USA)?***

**YES** ☐

**NO** ☐

Please provide overview and/or any complementary information:

.....

.....

.....

#### **2.4 Local presence in Provence-Alpes-Côte d'Azur (PACA) area**

*Do you have a local presence in PACA area of France to manage the removal operations at the port of arrival/departure and the relevant traffic regulators?*

YES ☐

NO ☐

Please provide overview and/or any complementary information:

.....

.....

.....

*If your answer is “NO”, how do you ensure quality services such as loading, delivery, customs clearance at the port of arrival etc?*

Please provide overview and/or any complementary information:

.....

.....

.....

#### **2.5 Quotation and Pricing**

*Could you explain how you would base the pricing of your service with some examples, e.g. by container or cubic meter? Also, could you list any additional costs that could be foreseen?*

Please provide overview and/or any complementary information:

.....

.....

.....

#### **2.6 Language**

*Are you capable to reply to a tender in English?*

YES ☐

NO ☐

Please provide overview and/or any complementary information:

.....

.....

.....

*Are you capable to provide services (communication with staff, delivery etc) in English during the removal process?*

YES ☐

NO ☐

Please provide overview and/or any complementary information:

.....

.....

.....

## **2.7 Customs Procedures**

*Are you familiar with processing of customs clearance and VAT exemption for international organizations?*

YES ☐

NO ☐

Please provide overview and/or any complementary information:

.....

.....

.....

## **2.8 Terms on payment**

*Would you accept our payment condition which is normally 30 days upon receipt of invoice and delivery of contractual services, whichever is later?*

YES ☐

NO ☐

Please provide overview and/or any complementary information:

.....

.....

.....

*What would be your preferred mechanism for estimates and invoicing?*

Please provide overview and/or any complementary information:

.....

.....  
.....

***What are your mechanism for damage claims and dispute resolution? Is this handled by your insurance provider, and what kind of services do you have to make this process easy for our employees?***

Please provide overview and/or any complementary information:

.....  
.....  
.....

\*\*\*

***Please indicate any other information that may be relevant for this Market Survey.***

.....  
.....  
.....  
.....  
.....

Signature:

COMPANY STAMP

Name: .....

Position: .....

Tel: .....

Date: .....