



Provision of Local IT System Administration Services

Summary

Call for Nomination ITER/C4N/11/5799/AJB

Purpose

The purpose of this Framework Contract is to select a provider recognized for their expertise in the provision of on-site (local at IO) services to support IT system administration.

The supplier should be represented by a local agency located within 200 km from ITER Organization premises situated at Cadarache – St Paul-lez-Durance (France).

The duration of the Framework contracts shall be 5 (five) years. The IO may exercise the option to extend these services for a further 5 (five) years. Such option shall be exercised by written notice to the Contractors no later than 30 days before the expiration of the initial term of the contract or of the additional period.

china

eu

india

japan

korea

russia

usa

Those Framework Contracts will be implemented by means of “Task Orders”, signed by the Supplier and the IO. Typical task orders will cover services to be provided on an annual basis. The Framework contract is expected to cover about 12-15 FTEs (full time equivalent) per year distributed among various profiles (helpdesk, expert, senior expert, specialist).

Background

The ITER Organization intends to set up a new framework contract to support the backbone activities in IT system administration.

Scope of work:

The supplier should provide the services in the following technical areas:

- Helpdesk (management)
- Helpdesk technicians (3-4)
- Admin support

- MS server technologies
- Exchange system / backup system expert
- MS System Center Configuration Manager expert
- SAP IT system support
- Enovia V5 IT system support
- MS 2008 SQL and Oracle Database administrator



- SharePoint administration
- Linux administration

- Network
- Video conferencing systems set up and maintenance
- Telephony (mobile and fixed)

The service shall include an option for on-call duties (24/7), out of office services and travel to the 7 sponsoring members of ITER (China, Europe, India, Japan, Korea, Russia, USA).

Optionally a hardware maintenance package may be included in this contract as well.

Timetable

The tentative timetable is as follows:-

Call for Nomination	Response - 31 st August 2011
Call for Pre-qualification (if needed)	September 2011
Call for Tender	October 2011
Tender submission	November 2011
Contract signature	December 2011
Start of Contract	January 2012
First Order	January 2012

Additional Information

Participation is open to all legal persons participating either individually or in a grouping (consortium) which is established in an ITER Member State. 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.

The consortium groupings shall be presented at the tender submission stage. The consortium cannot be modified later without the approval of the ITER Organization.

More information on ITER Organization Procurement process can be found at:

<https://www.iter.org/org/team/adm/proc/Pages/Welcome.aspx>