



Summary

Call for Nomination

New telephony infrastructure for ITER Organization (IO) site of Cadarache

BACKGROUND

In 2006 when IO first settles in the south of France an agreement was signed between Commissariat à l'Energie Atomique (CEA) and IO to provide landline telephony. In 2008, IO Information Technology (IT) and Telephony sections integrated their own system. For business uses staff and contractors use telephony directly from their laptops and workstations connected to Microsoft Office Communicator Server (MOCS). This system is IP based for internal communications and media gateways are deployed to interface with the PSTN network. Secondly to increase the safety, Telephony section has integrated a separated environment for emergency telephony connected to a Classic Private Branch eXchange (PBX).

As soon as these two systems were functional IO switched from the CEA landline system to his own telephony system and committed with Orange Business Services a French Telecom company for a fixed term contract.

These two systems are connected with E1 links to the PSTN network. Today three E1s are used by MOCS and one by PBX. All these four physical links use the same cable path to reach telephony provider.

The present tender is for the supply of a landlines telephony global solution.

SCOPE OF WORK

During the following years major changes on site infrastructure will occur. New buildings are expected to be finished by 2013. Among them, one will be equipped with a server room. With its two server rooms, IO will be able to physically split all telephony core devices for MOCS and Emergency telephony.

To face these new challenges, IO will create a new call for tender for telephony. This tender is an opportunity to streamline costs and prepare the second site interconnection.



SCOPE OF SUPPLY

The services to be supplied by the successful tender include:

2.1 Technical aspects:

- **Providing the entire cabling for IO site with for Telephony (E1 lines).**

IO is already provided with four E1 links. New Provider will take care of them and provided additional one if needed. IO decides to keep on one hand E1 links for safety and on the other hand depending on provider offers, IP VoIP VPN.

- **Providing all equipments (modem, router).**

Modem and router will be the final interface between the new telephony provider and IO telephony area.

- **Handle future site infrastructures by providing Civil engineering.**

With the coming new buildings and to ensure a fully redundant solution, IO will spread equipments between the two Server rooms. The new telephony provider will take care of all present links between the former contract holder and IO current server room and will provide new site interconnection in 2012 with the new server room.

- **Full compliance with French Telecom standards.**

New telephony provider will ensure to be compliant with French Telecom standards for interconnection (ISDN Protocol, Coding, framing, etc)

2.2 Services aspects:

- **Retrieve and manage all IO French numbers (Currently 3000 DDI (“Direct Dialling Inward”)) in agreement with the French ART (“Telecom Regulation Authority”).**

Ensuring a seamless handover between the current and the new telephony provider with the same functionalities (local dialling with France and international dialling with E.164 standard – emergency short DDIs)

- **Providing customizable monthly bill report through a web service.**

With this feature IO will be able to quickly dispatch costs and make sure of a compliant use of phone traffic.

- **Providing maintenance for their equipments deployed on site.**

Some equipment will be deployed at IO site. To ensure a maximum quality of service, the new telephony provider will maintain all its equipment including cables, modems, routers or any other equipment deemed to provide requested service.

- **Commit to a Service Level Agreement associated with Service Level Guarantee.**

New Telephony provider will agree with IO on a Service Level Agreement that will clearly define health parameter for communication and clear procedures in case of service outage.



2.3 Financial aspects:

- **Detailed cost description for all infrastructures and communications.**

The new Telephony provider will provide detailed cost for all infrastructures rental (modem, router) and services associated (i.e. DDI rental). These will be integrated as fix cost in the bill. IO also requests a detailed cost/minute communication price toward landlines and mobiles phones (cost shall reflect that calls are initiated from France).

- **Attractive prices between France and all IO members countries.**

The IO's Domestic Agencies are spread all over the world (China, Europe, India, Japan, Korea, Russia and USA). The new telephony provider will focus first on these destinations to ensure that IO benefits of best prices

EXPERIENCE

The new telephony provider should have proven experiences in the following areas:

- At least three comparable projects / installations in the same field over the last 3 years.
- A solid knowledge of French and European telecommunication standards.
- Able to deal with all market technologies (copper, optical fibre, VoIP VPN and E1).

DURATION

The framework contract duration shall be minimum 3 years with optional one + one year; ITER Organization shall establish the request for services on ad hoc basis and relative to the respective annual work plans.

TIMETABLE

The tentative timetable is as follows:

Call for Nomination	July 2010
Call for Tender	September 2010
Tender submission	October 2010
Start of Contract	January 2011

Additional Information

Participation is open to all legal persons participating either individually or in a grouping (consortium). 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 this stage at pre-qualification or at the latest at the tender submission. The consortium groupings cannot be modified after presentation without the prior approval of the ITER Organization.

Further information on the ITER Organization procurement can be found at:

<http://www.iter.org/org/team/adm/proc>