

IDM UID <b>UDRKWJ</b>
VERSION CREATED ON / VERSION / STATUS <b>21 Mar 2017 / 1.1 / Approved</b>
EXTERNAL REFERENCE / VERSION

**Memorandum / Note**

## Technical specifications Summary for IT global support CFN 2017

For the operation of the Information Technology system administration activities, ITER Organization intends to place a Task Order covering the following areas for year 2017/2018: Help Desk coordination and technical support dealing with user requests, questions, incidents, problems as well as user computers and printer management. User account administration, computing equipment management including inventory support of purchase activities, maintenance follow up. Server (mostly Microsoft technologies, some Linux Red Hat), data storage and database administration (Oracle and MS SQL) for day to day assistance in recurrent and urgent operations such as installation, maintenance, troubleshooting, backup, monitoring. Network and security administration for daily operation, installation, maintenance, troubleshooting and monitoring. Support of mobile and fixed phone and videoconferencing systems. IT system administration related application support for SAP, Enovia V5 and SharePoint.

<i>Approval Process</i>			
	<i>Name</i>	<i>Action</i>	<i>Affiliation</i>
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<i>Approver</i>	<b>Klora J.</b>	<b>22 Mar 2017: approved</b>	<b>IO/DG/COO/CIO/IT</b>
<i>Document Security: Internal Use</i>			
<i>RO: Klora Joerg</i>			
<i>Read Access</i>	<b>AD: Only-staff, AD: IO_Director-General, AD: EMAB, AD: OBS - Procurement and Contract Division (PCD) - EXT, AD: OBS - Procurement and Contract Division (PCD), AD: OBS - Project Information System Section Division (IT), AD: OBS - Project Information System Section Division (IT) - EXT, AD: Auditors, A...</b>		

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**Technical specifications Summary for IT global support CFN 2017 (UDRKWJ)**

<i>Version</i>	<i>Latest Status</i>	<i>Issue Date</i>	<i>Description of Change</i>
v1.0	Approved	13 Jan 2017	
v1.1	Approved	21 Mar 2017	Major Changes



# **Provision of local IT system administration services**

## **Summary Technical Specification**

### **1 BACKGROUND AND OBJECTIVE**

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

The IT Section/Division of the ITER Organization Central Team (IO-CT) is responsible for the implementation and the administration of the IT backbone standard activities, as well as the user support.

The objective of this call for tender is

- to select a provider recognized for its expertise in the provision of on-site (local at IO) services to support IT system administration and user support ; and
- to conclude the framework contract that will supply services in the implementation, exploitation, administration and maintenance of the IT backbone standard activities and user support.

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).

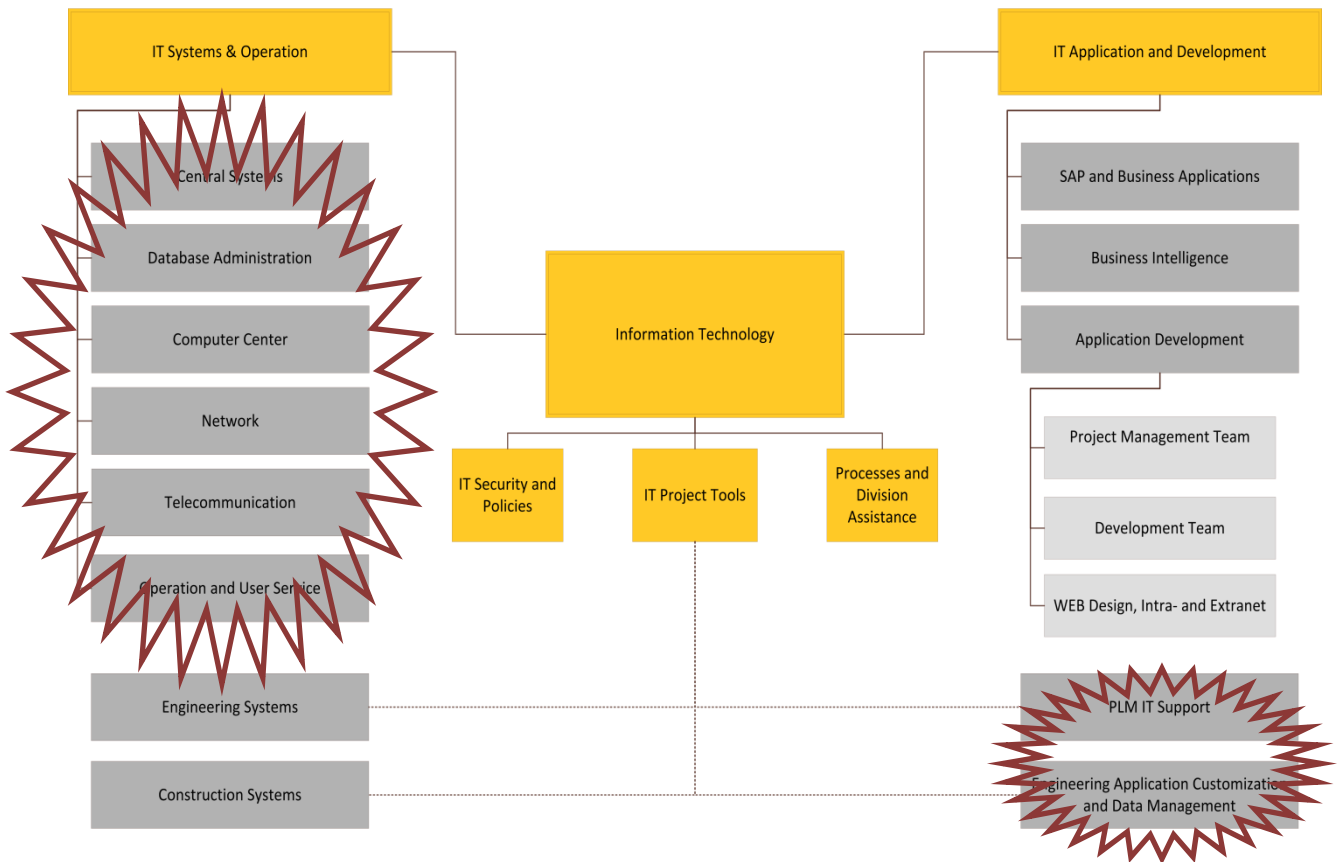
## 2 REQUIRED EXPERIENCE

The candidate companies shall have demonstrated capabilities in implementation, exploitation and maintenance of IT backbone standard activities, for large and complex organisation, preferably in an international environment and in a complex contractual and organization setup (comparable to the ITER project).

IOs cost containment objectives also favour companies with a proven track record of delivering projects on time and within budget. The specific experience and qualities sought by IO include:

- Proven Expertise in the technical fields listed in part 4
- Proven track record of delivering successful same type of service.
- Ability to respond rapidly to changing resource requirements, to accommodate peak demands, and to provide specific expertise.
- Capability to mobilise and manage centralised, site-based resources

## 3 INFORMATION SYSTEM AND IT LANDSCAPE



The scope of this call for tender is highlighted in red.

## 4 SCOPE OF WORK

The supplier should provide the services as following:

### Area of support:

- Help-desk and service-desk
  - Providing assistance and support to computer users.
- System administration support
  - Providing maintenance, administration, monitoring and evolution of a specific technical area or system.
- On call duty services
  - Providing out of business hours support (remotely and on-site if needed)
- Out of warranty hardware maintenance
  - Providing maintenance on hardware that is no longer under maintenance contract or under manufacturer guaranty

### Technical scope

- MS server technologies (OS expertise regarding Hyper-V virtualization, storage, file services and Remote Desktop services in Windows Server 2012 R2 and Windows Server 2016)
- Exchange system / backup system expert (Expertise in Exchange Enterprise Edition 2010 and 2016, highly available geo-cluster / Data Protection Manager 2012 R2 and 2016, DELL Rapid Recovery)
- MS System Center Suite experts (for System Center 2012 R2 and 2016, Standard and Datacenter Editions, specifically the modules App Controller, Data Protection Manager, Operations Manager, Configuration Manager, Endpoint Protection, Virtual Machine Manager, Orchestrator and Service Manager)
- SAP IT system support: SAP administration consists of maintaining authorizations and handling user management, maintaining transport routes and managing transports, monitor the system (updates, backup, database, batch ...) and control its performance.
- Enovia V5 IT system support : ENOVIA V5-6 + partial replication, CATIA V5-6 and other software add-on QChecker/CADENAS, DELMIA V5-6; software installation and administration on Microsoft Windows environment Experience of the ENOVIA V5-6 migration and ENOVIA V5-6 CoExistence with 3DEperience are welcome.
- MS SQL and Oracle DBA
- SharePoint administration (Sharepoint 2010, 2013 and 2016, migration from 2010 to 2016)
- Linux administration : Expertise in Linux administration in enterprise environment with RedHat/CentOS including server provisioning & administration (RedHat Satellite/Spacewalk), configuration & log management (Puppet, Splunk), web server,

application server and file server administration under Linux, integration of Linux into Windows environment (AD/LDAP authentication, CIFS integration), monitoring (Centreon, SCOM) and scripting (bash, perl, python)

- HPC expert : Expertise in HPC administration including job scheduling (Torque/Maui, SGE), node provisioning (xCAT), HPC code compilation & libraries management (MPI, OpenMPI, modules), configuration management (Puppet), compilers (Intel Composer, PGI), parallel storage (Lustre, GlusterFS) and low latency network (Infiniband)
- Network: Cisco Catalyst/Nexus (Cisco CCNP or higher), Load balancers– F5 BigIP appliances (LTM / APM / ASM / irules), Firewall– Checkpoint (high availability / cluster / open server)
- Video conferencing systems set up and maintenance: Expertise in video conferencing technologies, especially Polycom core systems (RMX, DMA, RSS) and endpoints (RPG and HDX).
- Telephony (mobile and fixed): Expertise in Unified Communication solutions, especially Skype for Business Server 2015, landline and emergency telephony (Alcatel OXE technologies, Sonus UX SBC, FAX server) and mobile device management (AirWatch, iOS) 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).

## **5 QUALITY ASSURANCE REQUIREMENTS**

For the entire duration of the framework contract, Contractors shall hold, and maintain, a valid and relevant ISO 9001 and 14001 certification or comparable.

The missions and tasks executed under this framework contract shall be carried out in compliance with the ITER IT policies, and the IO Quality Requirements.

## **6 CONTRACT BASIS AND EXECUTION**

The duration of the Framework contract shall be 2 years. The IO may exercise the option to extend these services for 3 times 1 year. 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.

This Framework Contract 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 15-20 FTEs (full time equivalent) per year distributed among various profiles (helpdesk, expert, senior expert, specialist).

## 7 PREQUALIFICATION REQUIREMENTS

The pre-selection criteria for this Call for Tender shall include, but shall not necessarily be limited to the following requirements, supported by appropriate references:

Established Company with a minimum of 10 years demonstrated experience in providing similar services to large complex international or public organizations

Proven track record of delivering services on time and within budget.

Demonstrated experience in the successful implementation of providing the services and expertise listed in part 4.

The bidder shall supply the indicative number of experienced specialists for the various areas, enabling a high level of flexibility in service providing, depending on changing IO needs.

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

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