

ITER Organization

ITER Organization
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Reference
ITER_D_26ZFDB v1.2

Date
18.07.2007

Subject: Form for letters of interest – ITER International Information Technology (IT) outsourcing

Call for letters of interest

ITER International invites letters of interest through ITER parties from Information Technology – IT- companies focused on IT services with high expertise.

The contract will be signed for **3 years with the possibility of 2 years of extension**. The estimated volume is 60 persons spread over 5 years, following the approximate ramp-up of 5-10-15-15-15 PPY. Persons will work on Cadarache site 40 hours/week – 46 weeks/year from 8:00AM to 5:00PM.

Submission procedure

In preparing your letter of interest, you must fill in the information requested below and send it to:

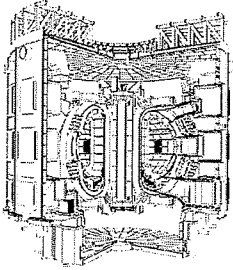
Nadine Utzel - ITER Cadarache - Building 523/015
13108 Saint-Paul-Lez-Durance FRANCE

no later than 6th August, 2007.

Do not hesitate to add references for each topic.

A short list of 3 to 5 companies will be prepared based on the information provided in the questionnaires.

Any inquiries related to this call for Letters of Interest can be sent to the same address.



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CALL FOR LETTERS OF INTEREST

For the ITER Information Technology

QUESTIONNAIRE

(To be returned in duplicate by the firms interested in tendering)

Supplier: (leading firm)

Name:

Address:

.....

.....

Are you interested in receiving the Call for Tenders following this call for letters of interest?

Yes

No

If not, please state the main activities of your firm which could be of interest of ITER with the name of the person to be contacted

Main Activities	Person to be contacted
.....
.....
.....
.....
.....

1. GENERAL INFORMATION ABOUT THE FIRM

1.1 Main data

Authorized Capital:.....

Number of years of activity:.....

1.2 Financial data

	31/12/2004 for 12 months		31/12/2005 for 12 months		31/12/2006 for 12 months	
	K€	%	K€	%	K€	%
Turnover						
Export sales						
Net profit						
Profit before taxes						
Equity Capital						
Global Debt						
Working Capital						
Supplier Credit						
Global buying						

Ratios	31/12/2003	31/12/2004	31/12/2005	Median
Growth turnover (%)				
Asset turnover (number)				
Net Profit (in % of turnover)				
Cash flow (in % of turnover)				
Supplier credit (purchase days excluding VAT)				
Customer credit (days of turnover)				
Financial charges/ EBITDA (%)				
Staff charges (%)				

1.3 Documents to be joined to this call for letters of interest

Join the last 3 balance sheets summary.

	2004	2005	2006
Number of employees:			
• In all activities
• In the field of the call
Number of employees:			
• In all activities
• In the field of the call
Number of offices:			
• Worldwide
• In Europe
• In France

1.4 Partners and countries

In case of joint ventures: What is the name of the leading firm, what are the other companies and how will the work be shared between the different partners?

Activity	Firm	Country
For Leading firm		
.....
.....
For other companies		
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1.5 Contact Persons

Persons to be contacted for technical matters:

Name / Division/Group	Tel - Fax	email
.....	Tel:
.....	Fax:
In case of absence:	Tel:
.....	Fax:
.....		

Persons to be contacted for commercial matters:

Name / Division/Group	Tel - Fax	email
.....	Tel:
.....	Fax:
In case of absence:	Tel:
.....	Fax:
.....		

1.6 Subcontracting

Subcontracting is not allowed.

2 QUALIFICATION CRITERIA

- Service Desk dealing with user requests, questions, incidents and complains, according to a service level agreement,
- Computing equipment management, including inventory and purchases,
- System and database administration for day to day assistance in recurrent and urgent operations such as coaching, installation, maintenance, troubleshooting, backup, monitoring, making recommendations for IT service improvement and deploying a self-service strategy,
- Network and security administration for daily operation, coaching, installation, maintenance, troubleshooting and monitoring,
- Collaboration networks, data and applications sharing, videoconferencing systems. These subjects are crucial for a project like ITER,

- Project management and consultancy for instance study of ERP solutions (Enterprise Resource Planning),
- Computer room design and control.

Do you have competencies in control command and data acquisition?

- Yes No

2.1 Do you comply with the qualification criteria stipulated in this call for letters of interest?

- Yes No

If not, please explain which clause is not fulfilled

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2.2 Details on specific experience in the fields of this call for letters of interest, Please give three references.

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Firm	Phone number	Contact Person & Address
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Firm	Phone number	Contact Person & Address
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.....

.....

Firm	Phone number	Contact Person & Address
.....

3 SPECIFIC TECHNICAL QUESTIONS

3.1 Service Desk

Service Desk deals with user requests, questions, incidents and complains, according to a service level agreement.

<i>mark "X" next to the boxes that apply</i>		How many years?	How many persons?	Comment and references
Service desk	<input type="checkbox"/>			
ITIL	<input type="checkbox"/>			
Remote assistance and control	<input type="checkbox"/>			

3.2 System and database administration

System and database administration for day to day assistance in recurrent and urgent operations such as coaching, installation, maintenance, troubleshooting, backup, monitoring, making recommendations for IT service improvement and deploying a self-service strategy.

<i>mark "X" next to the boxes that apply</i>		How many years?	How many persons?	Comment and references
Microsoft Operating System	<input type="checkbox"/>			
Microsoft Server + Terminal Server	<input type="checkbox"/>			
Active Directory	<input type="checkbox"/>			
Microsoft Exchange	<input type="checkbox"/>			
MOM	<input type="checkbox"/>			
SMS and WSUS	<input type="checkbox"/>			
MCSE	<input type="checkbox"/>			
RedHat	<input type="checkbox"/>			
Debian	<input type="checkbox"/>			
Suse	<input type="checkbox"/>			
Symantec solutions	<input type="checkbox"/>			
Citrix Server	<input type="checkbox"/>			
Visual Basic scripting	<input type="checkbox"/>			
Oracle	<input type="checkbox"/>			
Microsoft SQL	<input type="checkbox"/>			
MySQL	<input type="checkbox"/>			
Tivoli backup solution	<input type="checkbox"/>			
IBM technology: Blade Center, SAN, tape Library	<input type="checkbox"/>			
Disaster recovery	<input type="checkbox"/>			

<i>In addition</i>		How many years?	How many persons?	Comment and references
VMWare Catia and Enovia V5 Primavera Doors SAP Microsoft ERP Unix AIX Control command and data acquisition	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
3.3 Network and security administration				
<ul style="list-style-type: none"> ▪ Network and security administration for daily operation, coaching, installation, maintenance, troubleshooting and monitoring, ▪ Collaboration networks, data and applications sharing, videoconferencing systems. 				
<i>mark "X" next to the boxes that apply</i>		How many years?	How many persons?	Comment and references
Network management Network monitoring Network performance Cisco equipment Crossbeam and checkpoint VLAN VPN H323 Gatekeeper Intrusion: detection & prevention Wireless network security Remote Access VOIP	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
<i>In addition</i>		How many years?	How many persons?	Comment and references
MOCS 2007 Cisco MeetingPlace Web conferencing LifeSize equipment IronPort antivirus	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
3.4 Study and consultancy				
<ul style="list-style-type: none"> ▪ Consultancy for upcoming needs, ▪ Recommendations for IT services documentation. 				
<i>mark "X" next to the boxes that apply</i>		How many years?	How many persons?	Comment and references
System architect Network and security architect Consultants	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			

