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**Technical Specifications (In-Cash Procurement)**

**TECS\_2025-02\_CFT\_Videoconferencing hardware and support**

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## SUPPLY

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## SUPPLY

### 1 Preamble

This Technical Specification is to be read in combination with the General Management Specification for Service and Supply (GM3S) – Ref [1] that constitutes a full part of the technical requirements.

In case of conflict, the content of the Technical Specification supersedes the content of Ref [1].

### 2 Purpose

Currently ITER Organization (hereinafter IO) acquires its Telecommunication hardware, IT Solutions and Services via a value-added reseller providing a distribution channel between the products manufacturers and IO. This contract requires the selected contractor to hold highly qualified partnership relations with the various manufacturers involved.

The purpose of this call for tender is to conclude a framework supply contract for the supply of a wide range of Telecommunication Technology solutions (Hardware, Software and Consultancy).

The tenderers must be able to deliver the complete range of solutions from the main brands in the sector. The future Contractor must provide a unique interface between the manufacturers and IO.

The selected Contractor should be able to deliver high quality services related to the hardware selling including, but not limited to: pre sales consultancy, configuration optimization, physical and logical installation, extended warranty, preventive and remedial maintenance and other incidental services such as consulting and training.

### 3 Acronyms & Definitions

#### 3.1 Acronyms

The following acronyms are the main one relevant to this document.

Abbreviation	Description
MTO	Material Take Off
CRO	Contract Responsible Officer
GM3S	General Management Specification for Service and Supply
IO	ITER Organization
PRO	Procurement Responsible Officer
MTR	Microsoft Teams Rooms
TLC	Telecommunications

#### 3.2 Definitions

**Contractor:** shall mean an economic operator who have signed the Contract in which this document is referenced.

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### 4 Applicable Documents & Codes and standards

#### 4.1 Applicable Documents

This is the responsibility of the Contractor to identify and request for any documents that would not have been transmitted by IO, including the below list of reference documents.

This Technical Specification takes precedence over the referenced documents. In case of conflicting information, this is the responsibility of the Contractor to seek clarification from IO.

Upon notification of any revision of the applicable document transmitted officially to the Contractor, the Contractor shall advise within 4 weeks of any impact on the execution of the contract. Without any response after this period, no impact will be considered.

Ref	Title	IDM Doc ID	Version
1	General Management Specification for Service and Supply (GM3S)	82MXQK	0.0

#### 4.2 Applicable Codes and Standards

This is the responsibility of the Contractor to procure the relevant Codes and Standards applicable to that scope of work.

Ref	Title	Doc Ref.	Version
	Not Applicable		

### 5 Scope of Work

This section defines the specific scope of work, in addition to the contract execution requirement as defined in Ref [1].

#### 5.1 Scope of Supply

ITER has built, during the last 10 years, an IT environment based on standard and recognized technologies. The IT infrastructure is mainly based on high availability systems/components including redundancy for critical servers, virtualization, storage.

IO wants to continue to maintain, develop and improve the IT infrastructure by :

- adding new hardware according to the needs
- maintaining the existing hardware configuration

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- replacing or upgrading old technologies with new standards for:
  - better performances
  - increased quality
  - better reliability and manageability
  - reduce the total cost of ownership.

### 5.1.1 Sizing

The IO IT gives support to 3000 users over more than 25 buildings on the Saint-Paul Lez Durance site and 4500 remote users spread over the ITER project member's country.

Two modern Datacentres have been implemented and are hosting the technical infrastructure. The Telecommunication infrastructure is mainly composed of:

- Microsoft Teams as Unified Communication Solution
- 55 video conference rooms contain
  - 26 Yealink MVC860 MTR Rooms
  - 500 seat amphitheater
  - The ITER Council Chamber
  - 22 Yealink A20 systems
  - 4 Yealink MeetingBoard systems
  - 3 Polycom RealPresence Group 310
- A telephony infrastructure
  - Alcatel OmniPCX for emergency telephony
    - 300 emergency phones
    - Emergency Telephony Recorder
  - Audiocodes SBCs
  - MDM Intune and Workspace one
    - 300 iPhones
    - 50 tablets

### 5.1.2 Obsolescence and technological evolution

In relation to the rapid obsolescence of IT items subject of this procurement procedure, ITER is presenting a list of currently ordered hardware to give an idea of the level of performance and features required. ITER will be allowed to order different models than the one mentioned in the framework contract tech specs to follow the technological evolution.

### 5.1.3 IO Hardware current environment

Our videoconferencing infrastructure is built on Microsoft Teams, with Yealink Microsoft Teams Room (MTR) systems installed in rooms and offices. Users have access to a mix of Android- and Windows-based MTRs, while some rooms still feature Poly RealPresence Group systems.

Meeting rooms are equipped with at least one screen for video conferencing and a projector for document sharing. Personal systems, such as the Yealink A20, are typically connected to a single screen.

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Specialized rooms, including the Council Chamber, Amphitheatre, and large conference rooms, feature advanced automation systems that centrally control various room elements.

Additionally, we use Pexip as a gateway to integrate legacy H.323 systems with the Teams infrastructure.

Telephony primarily operates through the Teams infrastructure, utilizing on-site SBCs and direct routing. The setup includes VoIP phones, conferencing phones, wired and wireless headsets, webcams, PCs, and peripherals.

For emergency telephony, the Alcatel OmniPCX system is employed. Red phones in office buildings and on the construction site are configured for direct call-on-pickup functionality to the guard post. Emergency telephone conversations are recorded using a dedicated recording server.

For mobile telephony, we use Mobile Device Management solutions to centrally configure devices and apply policies. Intune for iOS devices and WorkspaceOne for Android devices.

### *5.1.4 Deliverables*

The associated services are due in the same locations as the delivery.

The services include, but are not limited to, installation, configuration, extended warranties, maintenance and other incidental services such as consulting - analysis and design - or training. These services may be acquired directly from the Contractor through this framework contract. The support services include preventive and remedial maintenance, as well as moves, modification of equipment and software upgrades required to ensure that installed solutions can function effectively and within a homogeneous environment.

The maintenance services will also be used to maintain existing equipment of a brand offered by the contractor, but purchased and installed via previous procurement procedures.

Consulting services may include the qualified, professional ability of the Contractor to offer analysis, recommendations, or design expertise to ITER Organization relating to the applicable hardware and may include the ability to:

- Analyse existing technological environment, including hardware, software, and live operations for proactive actions,
- Design and develop new systems, add-ons or modifications to existing telecommunication systems, including single platform or distributed systems,
- Develop functional and/or design specifications, technical writing and documentation in English.

## **5.2 Consulting services**

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### 5.2.1 Description

Consulting services may include the qualified, professional ability of the Contractor to offer analysis, recommendations, or design expertise to ITER Organization relating to telecommunication hardware and software. Said expertise must include a current knowledge of the technology marketplace, related telecommunication issues and trends, and may include the ability to:

- Analyse existing technological environment, including hardware, software, and live operations for proactive actions,
- Design and develop new systems, add-ons or modifications to existing telecommunication systems, including single platform or distributed systems,
- Develop functional and/or design specifications, technical writing and documentation in English.

### 5.2.2 Consultant

The consultant must possess the following skills, capabilities and experience:

- 7+ years' experience managing the product(s) specified in the requested profile.
- Any relevant certification in the area is considered.
- A broad, enterprise-wide view of the business and varying degrees of appreciation for strategy, processes and capabilities, enabling technologies, and governance.
- The ability to recognize structural issues within the organization, functional interdependencies.
- The ability to apply architectural principles to business solutions.
- The ability to assimilate and correlate disconnected documentation and drawings, and articulate their collective relevance to the organization and to high-priority business issues.
- S/he shall have a very good written and oral command of English.
- Capability of integration in an international/multicultural environment, even if for short periods, rapid self-starting capability and experience in team working are mandatory.
- The ability to:
  - Design and coordinate effective installation of one or more of the specified products and properly configure hardware and software.
  - Plan and perform appropriate procedures, documentation, inventory assessment, and other procedures related to the product(s) management.
  - Monitor, analyse system components and make recommendations regarding system security, performance, disk and other components utilization.
  - Design architectures and reviews existing architectures as part of the service life cycle, using performance benchmark data and/or manufacturers recommendations as inputs into choosing the appropriate hardware and/or software.
  - Determine business requirements and translate those requirements into the definition of a conceptual, logical and physical model for the proposed new system or enhancements.
  - Work with a team to automate management tasks, streamline processes and perform standard administration functions as needed.

Conduct software and hardware evaluations, provide technical analysis and implement systems to meet ITER's IT goals.

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### 5.3 Maintenance

The Contract will also cover the maintenance of the equipment supplied, repairing the defective products.

The Maintenance Services can be purchased as part of an official price list or as a service supplied directly by the Contractor.

The Contractor must be able to provide the Maintenance level required for each manufacturer, as described in “Manufacturers List (8.1.1)”.

Three maintenance services are requested in the call for tender:

#### 1. **Basic maintenance** to exchange defective parts;

The Basic maintenance service covers an Advanced Replacement Service (=SWAP) for every hardware item supplied to ITER under the Contract.

The Basic Maintenance will operate as follows:

- The Contractor (or the Manufacturer) will keep a spare stock of hardware items.
- Whenever a hardware item becomes defective, ITER will inform the Contractor, who will arrange an appointment to repair or deliver and replace (**within five working days**) the affected equipment.
- ITER will return the defective part to the Contractor.

The Basic Maintenance Services will provide ITER with a direct access to the Technical Support or Assistance Centres of the different manufacturers.

For software products, the basic maintenance covers the access to the Manufacturers’ Service Desk to obtain software support and to download the latest upgrades. For some software products it may be necessary that ITER will have to order a software subscription.

The Contractor must provide a service desk with fluent English speaking Staff during ITER’s **Normal Working Hours (Mon-Fri; 09.00 – 18.00)**.

**The transport cost (delivery and return of a defective part) is included in the basic maintenance service cost.**

#### 2. **Standard maintenance** for on-site support during the **Normal Working Hours (09.00 – 18.00)**;

The Standard maintenance is a supplement of the Basic Maintenance and provides on-site maintenance **during the Normal Working Hours, 5 days a week, from Monday to Friday, on site intervention next business day.**

For critical items in rooms such as the amphitheater or Council Chamber, the contractor shall implement workaround solutions until the defective part can be repaired or replaced.

The standard maintenance services also include the installation of regular updates of the system software in order to keep the devices up to date.

#### **Remarks:**

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- The guarantee for the products acquired under this contract is for a period of 2 years. During this guarantee period the Basic maintenance is free of charge. The guarantee period starts from the date of signature by ITER of the delivery slip or the installation report.
- For some manufacturers the definition of working hours might be different from the ITER's one (e.g. 09.00 – 17.00 instead of 09.00 – 18.00). If a Maintenance Service provided by the Manufacturer has a slightly different definition of working hours for the coverage of the Service itself, ITER reserves the right to purchase it or to ask the Contractor to provide a different solution.

## 6 Location for Scope of Work Execution

The IO expects the Contractor to be able to deliver the purchased hardware in IO headquarters (located in Cadarache, Alpes d'Haute Provence, France)

## 7 IO Documents & IO Free issue items

No input nor free issue item is expected from IO.

### 7.1 IO Documents:

Under this scope of work, IO will deliver the following documents by the stated date:

Ref	Title	Doc ID	Expected date
	Not Applicable		

### 7.2 Free issue items:

Under this scope of work, IO will deliver the following equipment/parts by the stated date:

Ref	Equipment / Part Description	Part Nbr	Expected date
	Not Applicable		

## 8 Deliverables and Schedule Milestones

### 8.1.1 Schedule for delivery

As stated previously, the contractor must be able to provide, integrate, and maintain equipment from the list of vendors below. However, IO may also request equipment from other vendors if they are better suited for a specific purpose.

Vendor	Equipment Types	Delivery Time*
Yealink	<i>Video conference devices, phones and accessories</i>	20 business days
Poly	<i>Video conference devices, phones and accessories</i>	20 business days
Epson	<i>Projectors</i>	20 business days
Christie	<i>Projectors</i>	20 business days
Samsung	<i>Monitors</i>	20 business days
NEC	<i>Monitors and Projectors</i>	20 business days

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Panasonic	<i>Monitors and Projectors</i>	20 business days
LG	<i>Monitors and Projectors</i>	20 business days
Extron	<i>AV equipment</i>	20 business days
Crestron	<i>AV equipment</i>	20 business days
Kramer	<i>AV equipment</i>	20 business days
Lindy	<i>AV equipment</i>	20 business days
Yamaha	<i>Audio Equipment</i>	20 business days
Shure	<i>Audio Equipment</i>	20 business days
Sennheiser	<i>Audio Equipment</i>	20 business days
Bosch	<i>Audio Equipment</i>	20 business days
Jabra	<i>Audio Equipment</i>	20 business days
Beyerdynamic	<i>Audio Equipment</i>	20 business days
Alcatel	<i>Telephony equipment</i>	20 business days
Audiocode	<i>Telephony equipment</i>	20 business days
Logitech	<i>Cameras and accessories</i>	20 business days
Axeos	<i>Furniture and Monitor Stands</i>	20 business days
Telecom Cables, adapters, mounting kits and accessories	<i>Accessories</i>	20 business days

### 8.1.2 List of deliverable documentation

The Supplier shall provide IO with the documents and data required in the application of this technical specification, the GM3S Ref [1] and any other requirement derived from the application of the contract.

You can find here below a minimum list of documentation, but not limited to, that are required within the expected timing:

Category	Document Type	Further Description	Expected Timing (T0+x) *

(\*) T0 = Commencement Date of the contract ; X in months.

Supplier shall prepare their document schedule based on the above and using the template available in the GM3S Ref [1] appendix II ([click here to download](#)).

## 9 Quality Assurance requirements

The Quality class under this contract is [4], [Ref 1] GM3S section 8 applies in line with the defined Quality Class.

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**10 Safety requirements**

Not Applicable

**10.1 Nuclear class Safety**

Not Applicable

**10.2 Seismic class**

No specific safety requirement related to PIC and/or PIA and/or PE/NPE components apply.

**11 Special Management requirements**

Not Applicable

**11.1 Contract Gates**

Not Applicable

**11.2 Work Monitoring**

Not Applicable

**11.3 Meeting Schedule**

Not Applicable

**11.4 CAD design requirements**

This contract does not imply CAD activities

**11.5 [ANY OTHER SPECIFICITIES]**

Not Applicable

**12 Appendices**

## Appendix I – List of Deliverable Supplies