



ITER Organization

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ITER parties (CP) / Domestic Agencies

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

Call for letters of interest

ITER invites letters of interest through ITER parties from Information Technology – IT- companies focused on IT services with high expertise in the following areas:

- 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.

Competencies in control command and data acquisition would be an advantage.

The contract will be signed for **3 years with a 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

The letters of interest should be sent to:

Nadine Utzel - ITER Cadarache - Building 523/015
13108 Saint-Paul-Lez-Durance FRANCE
no later than 6th August, 2007.

They **must include the form** joined to this call for letters of interest. 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.

Best regards,



Shaoqi Wang
DDG of department for Administration