Technical Specifications (In-Cash Procurement)

Tender Technical Specifications for Multi-Function Devices and related services Framework Contract

The purpose of this framework supply contract is for the supply of MFD multi-function devices (i.e. printing/copying/scanning devices), related consumables and associated services. The Contractor must be able to deliver the complete range of hardware and services. The Contractor must provide a unique interface between the manufacturer(s) and IO.

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1 Purpose

Currently ITER Organization (hereinafter IO) acquires its IT hardware (PCs, servers, storage, **printers**, network equipment, audio/video products), IT Solutions and Services via value-added resellers providing a supply channel between the products manufacturer and IO. These contracts require the selected contractors to hold highly qualified partnership relations with the various manufacturers involved.

The purpose of this framework supply contract is for the **supply of MFD multi-function devices** (i.e. printing/copying/scanning devices), related **consumables** and **associated services.** The Contractor must be able to deliver the complete range of hardware and services. The Contractor must provide a unique interface between the manufacturer(s) and IO.

The 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.

1.1 Objectives

The above mentioned IO needs will be fulfilled by a mean of:

1. Obtaining an efficient way to acquire:
   - IT multi-function printing solutions (i.e. printing, copying, scanning);
   - Efficient onsite (at IO premises) installation and maintenance services;
   - Timely and effective supply of consumables (e.g. toner, staples) needed by the fleet acquired;
   - Supply of add-ons and upgrades to equipment during the life of the contract.
   - Professional services (including installation and configuration of products and trainings).
2. Recycling of the equipment;
3. Simple contract administration and management (quotation, ordering, order tracking, delivery, reporting, etc.), for new acquisitions and related services.

1.2 Lots

This tender is not divided into lots.

1.3 Duration

The maximum possible duration of the Framework Contract will be:
- for *acquisitions (purchase, leasing and renting)*: 4 firm years
- for *maintenance and consumables, upgrades and associated services*: 6 years (firm fixed period of 4 years plus 2 optional periods of 1 year each)
- The services to be provided with the associated service levels and according to the defined procedures and workflows described in detail in the technical specifications as a mandatory condition for the execution of the framework contract.

1.4 Place of delivery

Place of delivery is:

ITER Organization Headquarters

Route de Vinon-sur-Verdon

13067 St. Paul lez Durance, France

1.5   Sustainable approach

Environmental considerations are taken into account by IO, throughout the complete life cycle of a product or a service, from the delivery through the use phase until its final disposal as waste (for products)
It is preferable to propose products with a low energy consumption.
Additionally, certifications in the environmental area will also be positively considered.

2   Scope

2.1   Context

IO has built, during the last 15 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, disk and tape based backup system.

The current printing/scanning/copying needs [1] of IO are satisfied by a variety of equipment encompassing:

- 51 A3 Xerox MFP (in the family 7855 (35), 8055 (14) and 8155 (2))
- 50 A4 Xerox MFP (model C405)
- 5 A4 Xerox MFP (model C505)
- 25 A4 HP MFP (model M283) (Not to be replaced)
- 53 A4 Samsung MFP (model CLX-6260)

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[1] The needs of large size drawing printing are not included in the present tender.

2.2 Printing/copying Volume

In the tables below there is a rather precise estimation of the volume printed during the year 2021 considered as a baseline. During 2021, IO operated in the "New Normal" mode (i.e. at least 2 days/week of work in the office and the rest working remotely) that is supposed to be the new standard way of working.

Thus, 2021 volume is considered a solid base for the estimation of future printing/copying volume.

Table 1 - Estimated 2021 volume current A3 MFPs

PRINTER NAME	Estimated volume February 21 - January 22					
	Total mono	Total colour	Mono <= A4	Colour <= A4	Mono >= A3	Colour >= A3
CA3D_81_L1B	7,999	6,115	7,380	5,952	619	163
CA3D_81_L1A	18,518	19,829	17,573	18,550	946	1,279
CA3D_81_L2A	36,216	28,997	34,675	26,657	1,541	2,340
CA3D_81_L2B	14,460	15,888	13,901	14,546	559	1,342
CA3D_81_L3A	14,705	10,879	14,338	10,526	367	353
CA3D_81_L3B	15,744	15,331	15,194	14,815	550	516
CA3D_82_L1A	20,782	24,365	19,774	22,416	1,008	1,949
CA3D_82_L1B	20,707	32,494	19,174	29,945	1,534	2,549
CA3D_82_L3B	9,077	14,813	8,304	11,208	773	3,605
CA3D_82_L3A	24,305	14,556	23,695	13,894	610	662
CA3D-17-L1A	137	10,140	132	10,037	5	103
CA3D_77_L1A	3,319	18,358	3,247	18,161	72	197
CA3D_56_L2A	2,062	5,246	2,038	4,918	24	329
CA3D_93_L1A	4,673	20,362	3,770	19,054	902	1,308
CA3D-95-L1A	1,901	17,688	1,769	16,754	132	934
CA3D_93_L2A	816	4,392	737	4,150	79	242
CA3D_79_L1A	39,314	53,681	37,440	49,061	1,874	4,620
CA3D_79_L2A	41,258	44,119	40,217	39,410	1,042	4,709
CA3D_79_L3A	27,634	36,521	26,256	33,742	1,378	2,779
CA3D_55_L1B	79	185	79	185	0	0
CA3D-55-L1A	0	0	0	0	0	0
Xerox AltaLink C8155	24,120	86,203	22,704	75,329	1,416	10,874
Xerox AltaLink C8155	8,580	22,260	8,426	19,843	154	2,417
CA3D_80_L2A	31,894	39,886	31,003	37,006	890	2,880
CA3D-80B-L3A	665,146	509,628	661,920	491,410	3,226	18,218
CA3D_80_L3A	12,869	10,608	11,527	9,984	1,342	624
CA3D-80B-L2A	25,145	193,946	21,881	176,923	3,264	17,023
CA3D-04-L1A	9,989	15,190	9,583	14,887	406	302
CA3D_04_L3A	12,034	55,102	11,758	52,284	276	2,818

CA3D-04-L2A	12,715	47,124	11,993	44,179	722	2,945
CA3D_72_L1D	27,977	18,134	25,850	15,670	2,126	2,465
CA3D_72_L2C	29,762	21,550	26,585	21,050	3,178	499
CA3D_72_L2D	13,690	23,287	13,442	21,895	247	1,392
CA3D_72_L2A	36,396	26,633	34,903	24,466	1,493	2,167
CA3D_72_L2B	26,664	42,982	25,301	40,486	1,363	2,496
CA3D_72_L3D	21,583	23,059	18,718	21,178	2,866	1,882
CA3D_72_L3B	48,158	36,122	45,847	34,234	2,311	1,889
CA3D_72_L3A	11,746	7,514	11,587	4,459	158	3,055
CA3D_72_L3C	22,538	23,938	21,403	19,699	1,135	4,238
CA3D-72-L4D1	3,149	24,934	3,134	23,952	14	982
CA3D_72_L4B	32,525	20,064	31,418	18,034	1,106	2,030
CA3D_72_L4D	19,874	17,969	17,688	14,496	2,186	3,473
CA3D_72_L4C	6,878	39,190	6,185	38,635	694	554
CA3D_72_L4A	15,276	10,942	14,976	10,368	300	574
CA3D_72_L5A	13,961	3,946	13,896	3,794	65	151
CA3D_72_L5B	19,193	24,305	18,259	23,189	934	1,116
CA3D_72_L5C	13,442	11,443	13,027	10,646	415	797
CA3D_72_L5D	12,194	12,216	11,938	11,695	257	521
CA3D_03_L1A	3,523	3,756	3,514	3,552	10	204
CA3D_03_L1B	1,656	9,931	1,620	9,859	36	72
CA3D_06_L1A	6,127	23,364	6,036	22,238	91	1,126
	1,492,510	1,799,185	1,445,815	1,679,421	46,696	119,763
	Total mono	**Total colour**	**Mono <= A4**	**Colour <= A4**	**Mono >= A3**	**Colour >= A3**

Table 2 - Estimated 2021 volume current A4 MFPs

	Estimated volume February 21 - January 22					
Printer name	**Print mono**	**Print coulour**	**Total print**	**Total copy**	**Copy mono**	**Copy coulour**
ca4d203	1,842	33,558	35,400	0	0	0
CA4D201	2,280	27,216	29,496	948	768	180
CA4D157	12,672	8,652	21,324	186	174	12
CA4D137	1,980	17,616	19,596	1,284	678	606
CA4D202	5,382	14,088	19,470	396	372	24
CA4D145	2,760	13,380	16,140	0	0	0
CA4D116	3,330	12,114	15,444	174	84	90
CA4D124	2,094	9,678	11,772	324	0	324
CA4D159	1,476	6,534	8,010	138	138	0
CA4D151	1,296	5,964	7,260	840	228	612
ca4d22	330	6,768	7,098	18	6	12
CA4D126	768	5,880	6,648	54	36	18
CA4D115	1,530	4,806	6,336	0	0	0

CA4D132	1,062	5,166	6,222	72	72	0
ca4d17	690	4,698	5,388	744	732	12
CA4D129	582	4,740	5,322	228	228	0
CA4D127	4,266	1,044	5,310	48	12	30
CA4D130	1,074	3,990	5,064	306	306	0
CA4D122	1,986	3,054	5,046	30	30	0
CA4D162	762	4,140	4,902	0	0	0
CA4D47	870	3,924	4,794	180	126	54
CA4D142	4,404	132	4,536	78	42	42
CA4D156	900	3,114	4,014	0	0	0
XC-64A042	240	3,756	3,996	36	12	24
ca4d31	576	3,348	3,924	48	48	0
CA4D120	342	3,126	3,468	90	90	0
CA4D117	468	2,658	3,126	0	0	0
CA4D147	174	2,940	3,114	66	6	60
ca4d107	120	2,850	2,970	0	0	0
CA4D139	432	2,514	2,946	0	0	0
ca4d82	600	2,238	2,838	0	0	0
CA4D131	306	2,358	2,664	102	102	0
CA4D119	276	2,304	2,580	48	48	0
CA4D148	132	2,232	2,364	12	12	0
CA4D164	378	1,836	2,214	12	0	12
CA4D134	300	1,776	2,076	0	0	0
CA4D200	612	1,320	1,932	0	0	0
ca4d84	306	1,596	1,902	42	42	0
CA4D136	300	1,452	1,752	30	0	30
ca4d108	450	1,230	1,680	0	0	0
CA4D160	876	732	1,608	840	840	0
CA4D123	336	1,152	1,488	6	6	0
CA4D161	72	1,188	1,260	0	0	0
CA4D125	24	1,116	1,140	0	0	0
CA4D87	180	858	1,038	54	54	0
CA4D118	336	696	1,032	0	0	0
CA4D163	546	468	1,014	0	0	0
ca4d111	78	822	894	120	0	120
CA4D133	24	852	876	30	30	0
CA4D141	42	804	846	12	12	0
ca4d68	780	54	834	0	0	0
CA4D158	276	552	828	0	0	0
CA4D140	60	756	816	0	0	0
CA4D128	204	558	762	150	150	0
CA4D135	54	696	750	0	0	0
CA4D154	162	564	726	24	24	0
SEC8425190286F5	102	600	714	42	18	24
ca4d80	54	588	642	0	0	0

SEC8425190E6ACE	198	432	630	0	0	0
ca4d05	0	570	570	0	0	0
ca4d14	90	432	522	0	0	0
ca4d114	0	510	510	0	0	0
ca4d15	120	378	498	0	0	0
ca4d112	36	426	462	0	0	0
CA4D146	12	438	450	6	6	0
ca4d81	42	390	432	0	0	0
CA4D149	6	408	414	0	0	0
ca4d109	132	234	366	0	0	0
CA4D49	36	324	360	0	0	0
CA4D153	24	336	360	0	0	0
ca4d21	42	300	342	42	42	0
CA4D138	36	288	324	66	24	42
ca4d64	42	264	306	12	12	0
ca4d83	60	234	294	0	0	0
ca4d13	0	276	276	0	0	0
ca4d77	12	246	258	12	12	0
SEC30CDA7BD061B	12	240	252	426	372	54
CA4D204	54	192	246	0	0	0
ca4d19	0	234	234	0	0	0
CA4D121	72	126	198	12	0	12
CA4D150	12	180	192	0	0	0
ca4d58	0	174	174	0	0	0
ca4d101	102	60	162	0	0	0
ca4d08	30	132	162	18	12	6
CA4D155	30	108	138	12	12	0
ca4d30	0	114	114	0	0	0
CA4D152	0	84	84	0	0	0
CA4D04	66	0	66	0	0	0
ca4d29	0	60	60	174	174	0
ca4d92	0	54	54	0	0	0
ca4d106	0	42	42	0	0	0
ca4d103	0	36	36	390	390	0
ca4d43	0	24	24	0	0	0
ca4d65	6	6	12	0	0	0
ca4d02	0	0	0	24	0	24
ca4d72	0	0	0	0	0	0
ca4d57	0	0	0	0	0	0
ca4d67	0	0	0	0	0	0
CA4D96	0	0	0	0	0	0
ca4d74	0	0	0	0	0	0
CA4D97	0	0	0	0	0	0
ca4d69	0	0	0	0	0	0
ca4d11	0	0	0	0	0	0

	Print mono	Print coulour	Grand Total print	Grand Total copy	Copy mono	Copy coulour
ca4d27	0	0	0	0	0	0
ca4d34	0	0	0	0	0	0
CA4D07	0	0	0	0	0	0
ca4d104	0	0	0	0	0	0
	65,826	261,198	327,030	9,006	6,582	2,424

Based on the printing/copying volume presented, the Contractor is requested to provide a mix of three models: Middle Range, Workgroup and Individual MFD to replace the fleet of A3 and A4 MFP above presented in Table 1 and Table 2.

3 Supply and Solution description

3.1 Equipment

3.1.1 Equipment overview

The following device categories are defined:

- Middle Range Colour MFD (MR)
- Workgroup Colour MFD (W)
- Individual/group Colour MFD (I)

The equipment proposed must comply with the minimum technical requirements as specified in Annex 1, 2 and 3 (MTR devices "Minimum Technical Requirements"). Moreover, the proposed equipment may feature better (than the minimum required) or additional functionalities.

3.1.2 Acquisition method

The MFD equipment will be purchased (not rented or leased) via PO (Purchase Order) or TO (Task Order).

3.2 Basic Services

The basic services to be provided in the context of the framework contract resulting from this tender are specified in the Annex 4 and Annex 5: "Basic Service Availability" and described more in details in the Chapter 3 of Annex 6.

3.3 Maintenance and consumables – Managed Print Services (MPS) – Pay per Page proactive (PpPp)

For each device model a device total lifetime should be specified as the maximum amount of pages (in million) that a machine can print. That volume must always be equal or higher than the volumes per device specified in Annex 1 MTR devices.

The MPS is the unique fleet management method and therefore shall be applied to all the three categories identified in 3.1.1.

3.3.1 MPS objective

The objectives IO intends to achieve with the adoption of the MPS are:

- Implement a scalable and environmentally sound print/scan/copy service
- *Consolidate the printing estate (by reducing as much as possible the personal and old printers populations)*
- Reduction in total cost of ownership (TCO) of printer estate
- Reduction in volumes printed by end users
- Replace existing print model with a managed service including but not limited to:

- o Implementation of a solution that would provide printer management information
- o Basic printing audits and reporting in view of print fleet optimisation during the contract life time
- o Proactive consumables delivery (or PpPp Pay per Page proactive)
- o Increased service availability and streamlined maintenance services
- Augment the security of the printer estate through measures including but not limited to:
  - o Printers LAN separation
  - o Printers centralised management (including deployment of security updates and possibly security policies)
  - o Secure printing
- Maintain or improve the user friendliness and satisfaction in the printer estate
- Follow the market evolutions and trends

3.3.2 MPS description

Device management tools will have to be provided, deployed on premise and maintained by the Contractor as long as the IO operates these devices. These tools are necessary for device discovery on the network, for proactive provisioning of consumables, for monitoring hardware alerts and for delivery of maintenance services, as well as for system management purposes (i.e. centrally configuring and managing large quantities of queues, handling and configuring drivers, automating firmware deployments) and for reporting purposes.

All consumables (i.e. not only toner, but excluding paper) will be **proactively delivered by the Contractor** (based on information received from the tools mentioned above).

The **IO personnel will install the consumables** delivered.

Break-fix interventions will be executed by the contractor on their own initiative – using information provided by the tools, not only based on incidents received from the IO. The IO will retain the right to demand interventions.

The Contractor will be expected to report on service availability (uptime, downtime) and improvement plans will need to be proposed when necessary or on demand of the IO. The improvement plans will include machine swaps as needed, entirely at the cost of the contractor.

The Contractor will be expected to have the ability of conducting **printing audits** - before the first deployment and periodically during the lifetime of the contract - for the purpose of print fleet rationalisation.

Training to end users and to technical teams shall be delivered within a specified amount of time following installation.

3.3.3 MPS software

As specified above, device management tools are an essential part of the services.

The minimum technical requirements of the devices management tools are listed in the Annex 2 ("*Minimum Technical Requirements for MPS software*")

The MPS software solutions must fulfil at least all the minimum technical requirements.

In case a solution proposes additional functionality and if required by the IO, this additional functionality will then have to be implemented and maintained by the contractor, during the contract lifetime.

The IO technical teams (service desk, system administrators), and the IO contract managers will receive access to the MPS tools (possibly under specific profiles) and will be able to use some of the functionality provided.

3.3.4 Services included under the MPS-PpPp mode

1. The minimum basic services to be provided in relations with the **device management tools** are listed in Annex 4 (table "MPS SW services").

2. The minimum basic services to be provided in relation with the printer estate (therefore in relation with the **entire printing solution** under **PpPp mode**) are listed in the Annex 5, (table "Fleet Basic Services").

3.3.5 Other services that may be added in the MPS-PpPp mode

In addition to the minimum level of services required in the specifications, the contractor may propose additional services or specific workflows, as they consider appropriate for a correct implementation and operation of the Managed Print Services (e.g. regular deep cleaning, proactive firmware upgrade).

3.4 Optional Solutions

3.4.1 Pull printing

See in "Annex 3 – MTR Opt. Solutions" the list of minimum technical requirement for the Pull Printing solution.

3.4.1.1 Objective

Pull Printing is a printing feature where a user's print job is held on a server and released by the user at any printing device which supports this feature. The user needs to first authenticate themselves to the printer, either using embedded software (e.g. in conjunction with a pin code), or an external device (e.g. in conjunction with a smartcard). Once they have been authenticated, the user may select from the list of print jobs on the server which ones they wish to release at the current device. Some systems also allow delegation where the user may access print jobs submitted by other users or systems.

3.4.2 Push (follow me) scanning

See in "Annex 3 – MTR Opt. Solutions" the list of minimum technical requirement for the Push Scanning solution.

3.4.2.1 Objective

Push (type "follow-me") scanning will add centralised scanning possibilities combined with a user authentication system. The system may require additional servers or may only require an additional module to be added to the pull printing functionality.

Whatever the implementation, the functionality offered will be:

1. The user authenticates by badge or PIN (the same system used for pull printing)

2. The user choses the Scan option from a menu (possibly a specific button)

3. The user will have minimum 2 possibilities:

    a. Scan to his/her own email address (and receive the result attached to an email); in this case the system will automatically fill in the user's email address based on his authentication information;

b. Scan to his/her own folder (and received the result in a specific folder to which only the specific user has access. The folder will be dynamically created by the application on a "file server", the application will restrict access rights to the folder to only the user concerned, the application will send the link to the folder by email to the user). In this case the system will use the authenticated username.

The IO may request to activate the optional solutions for the MFDs acquired under this framework contract. The optional solutions will not be requested for the devices acquired by the IO under other contracts.

3.5 Optional Services

The optional services are linked to the optional solutions.

See Chapter 4 in Annex 6 for a more detailed description.

3.6 Additional Services

The additional services can be linked to the basic solution or optional .

See Chapter 5 in Annex 6 for a more detailed description.

Additional services will be purchased through TO/PO based on the prices proposed in the Financial Model.

4 Definitions

For a complete list of ITER abbreviations see: ITER Abbreviations (ITER_D_2MU6W5).

5 References

Not applicable.

6 Work Description

The work consists in supplying the hardware, services and maintenance as requested in the relevant task orders upon acceptance of the corresponding commercial proposal.

7 Responsibilities

Not applicable.

8 List of deliverables and due dates

The deliverables are the hardware, services and maintenance defined in the relevant purchase orders/task orders and according to the agreed commercial proposal.

9   Acceptance Criteria

The hardware, maintenance and service delivered shall match the requirements contained in each purchase order/task order.

10 Specific requirements and conditions

10.1 General conditions

The spoken and written language of all communications between the contractor and the IO will be English. As a general rule, all documentation deliverables, reports, minutes, drafts and other documents the contractor is expected to deliver must be written in English. Meetings will be conducted in English.

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

The serial numbers of the delivered hardware have to be sent in an editable electronic format to the responsible officer at the same time as the invoice.

11 Work Monitoring / Meeting Schedule

Follow up strategic meeting shall be conducted on a regular basis (at least once every 6 months).

Meetings at operational and tactical level shall be conducted more often depending on the needs of the parties.

12 Delivery time breakdown

To be defined in each task order

13 Quality Assurance (QA) requirements

The organisation conducting these activities should have an ITER approved QA Program or an ISO 9001 accredited quality system.

The general requirements are detailed in ITER Procurement Quality Requirements (ITER_D_22MFG4).

Prior to commencement of the task, a Quality Plan must be submitted for IO approval giving evidence of the above and describing the organisation for this task; the skill of workers involved in the study; any anticipated sub-contractors; and giving details of who will be the independent checker of the activities (see Procurement Requirements for Producing a Quality Plan (ITER_D_22MFMW)).

Documentation developed as the result of this task shall be retained by the performer of the task or the DA organization for a minimum of 5 years and then may be discarded at the direction of the IO. The use of computer software to perform a safety basis task activity such as analysis and/or modelling, etc. shall be reviewed and approved by the IO prior to its use, in accordance with Quality Assurance for ITER Safety Codes (ITER_D_258LKL).

14 CAD Design Requirements (if applicable)

Not applicable

15 Safety requirements

ITER is a Nuclear Facility identified in France by the number-INB-174 ("Installation Nucléaire de Base").

For Protection Important Components and in particular Safety Important Class components (SIC), the French Nuclear Regulation must be observed, in application of the Article 14 of the ITER Agreement.

In such case the Suppliers and Subcontractors must be informed that:
- The Order 7th February 2012 applies to all the components important for the protection (PIC) and the activities important for the protection (PIA).
- The compliance with the INB-order must be demonstrated in the chain of external contractors.
- In application of article II.2.5.4 of the Order 7th February 2012, contracted activities for supervision purposes are also subject to a supervision done by the Nuclear Operator.

For the Protection Important Components, structures and systems of the nuclear facility, and Protection Important Activities the contractor shall ensure that a specific management system is implemented for his own activities and for the activities done by any Supplier and Subcontractor following the requirements of the Order 7th February 2012 [20].