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## Technical Specifications (In-Cash Procurement)

### Technical specifications for COM visit guides

The document defines the technical requirements of the contract to provide support to the ITER visit program and related activities as a central part of ITER's communication and outreach activities.

## Visit Program Support

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## Visit Program Support

### 1 Preamble

ITER is a joint international research and development project that aims to demonstrate the scientific and technical feasibility of fusion power. The partners in the project - the ITER Parties - are the European Union (represented by EURATOM), Japan, the People's Republic of China, India, the Republic of Korea, the Russian Federation and the USA. ITER will be constructed in Europe, at Cadarache in the South of France.

Further information can be found on the ITER website at <http://www.iter.org/>.

### 2 Purpose

The document defines the technical requirements of the contract to provide support to the ITER visit program and related activities as a central part of ITER's communication and outreach activities.

### 3 Acronyms & Definitions

#### 3.1 Acronyms

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

Abbreviation	Description
IO	ITER Organization
DO	Domestic Agency
AIF	Agence Iter France
COM	Communication Division
IO-CRO	ITER Organization Contract Responsible Officer
IO-TRO	ITER Organization Technical Responsible Officer
C-	Contractor
C-Team	Contractor's Team
C-RO	Contractor Responsible Officer
F4E	Fusion for Energy
GM3S	General Management Specification for Service and Supply
PRO	Procurement Responsible Officer
PPE	Personal Protective Equipment
ODG	Office of the Director General
SES	Security and Safety Section
TAR	Tour Access Request
VIP	Very Important Person

#### 3.2 Definitions

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

**Contract Responsible Officer (IO-CRO):** shall mean the IO staff person accountable for the

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full-cycle contract performance including initiating the procurement request according to the procurement plan(s), preparing the technical documentation, in collaboration with the Procurement Officer, supporting the tendering process, ensuring the overall quality of the input data prepared for the tender and for the contract, and being the IO's single point of accountability for the overall performance of the contract once placed.

**Technical Responsible Officer (TRO):** Any IO staff responsible to the technical definition and provision of input for any given Contract. He/she is responsible to technically validate the deliverable outputs provided by the Contractor under an associated Contract under his/her responsibility.

**Contractor:** Legal entity to which the Contract is awarded and to which Task Order(s) will be issued. The Contractor is responsible for the performance of the services defined in the present document.

**Contractor's Team:** The Contractor and their staff working under its responsibility and coordination for the performance of the Contract

**Contractor Responsible Officer:** The person appointed (in writing) by the legally authorised representative of the Contractor, empowered to act on behalf of the Contractor for all technical, administrative legal and financial matters relative to the performance of this Contract

**General public visits:** visits by the general public are customarily requested through the ITER public website.

**Professional visits:** visits by scientific, technical, or relevant administrative groups or individuals.

**VIP visits:** visits involving government dignitaries, decision-makers, corporate executives, or other persons of influence. The Director-General or his delegate determines which visits are designated as VIP visits.

**Visit team:** dedicated group of individuals in COM who administer and execute the ITER visit program, with support from other ITER divisions, IPAs, interns, domestic agency staff, and external support as needed.

## 4 Applicable Documents

Ref	Title	IDM Doc ID	Version
1	General Management Specification for Service and Supply (GM3S)	<a href="#">82MXQK</a>	1.4
2	ITER visits procedure	<a href="#">94MT82</a>	3.8
3	ITER site access procedure	<a href="#">S3893D</a>	3.1
4	<a href="#">How to request access to and within the ITER Site</a>	<a href="#">WRWQRG</a>	4.2
5	<a href="#">Public Holidays &amp; Site closing dates (iter.org)</a>	<a href="#">2V3KFB</a>	
6	Procurement Requirements for Producing a Quality Plan	<a href="#">22MFMW</a>	4.0
7	Contractor working at ITER	27WDZW	3.1
8	Contractor Safety Management Procedure	Q2GBJF	1.4

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### 5 Scope of Work

The selected Contractor will provide the required visit guide service under the current technical specifications by organizing and maintaining the team with substantial, continuous, and flexible human resources in a way that the service corresponds to the volume and frequency of visits and visitors to the ITER worksite and related outreach activities. The Contractor shall ensure that their team is always maintained with three full-time persons at all times (8 working hours at ITER with 40 working hours per week), with additional resources during peak times.

The provision of visit service is required every working day (excluding IO closure days Ref. 5) for 8 (eight) hours unless contra-indicated by the IO-CRO or IO-TRO.

The work is split into three sub-tasks:

#### 5.1 Scope of work #1: Provide visit guide services in French and English

##### 5.1.1 Description

The Contractor shall provide guides for visits. Most of these visits shall be conducted in French with a smaller number of visits in English, and will include:

- Group visits of the general public, ranging from individual visitors to larger groups.
- VIP visits.
- Visits by media, including videographers and photographers.

Depending on the type of visiting group, the Contractor shall ensure the conduct of different types of visits, to include:

- A presentation in the B08 visitors center or another suitable location.
- A worksite tour by bus or service vehicle.
- Visits to the technical buildings on the ITER platform as required.
- Guiding visitors to meet with technical staff, interviews, etc., in the ITER office buildings.

In carrying out these visits, the Contractor shall ensure that the visit guides:

- Have sufficient knowledge and understanding of the ITER Project and its technical aspects, or sufficient background to be trained by COM, to be able to:
  - o Present the Project for non-expert audiences, including scientists from other disciplines, engineers, students, government officials, and the general public.
  - o Conduct tours of the ITER worksite for these various groups.
  - o Deliver detailed explanations of the ITER project's objectives, technologies, construction progress, and operational principles.
  - o Answer questions and provide additional information as requested.
  - o Ensure the safety and security of visitors during tours.
- Coordinate regularly with COM staff and other ITER staff as needed to stay updated on the project developments and incorporate this information into tours.
- Use ITER presentation materials and messages validated by the Project.
- Follow safety and security rules at ITER site.
- Confirm, ahead of the visit, that all administrative and logistic preparations were undertaken.
- Welcome and brief visitors at the arrival, be present at security checks carried out by security personnel, hand out PPE as required, and collect it after the visit, and ensure the exit of visitors by following security guidelines.

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### 5.1.2 *Qualifications*

The Contractor shall ensure that their team are maintained with the qualified visiting guides so that the service can be provided at the adequate level defined under the technical specifications. It is the sole responsibility of the Contractor to select, hire and maintain the right resources with adequate qualifications. As non-binding reference, it is recommended to consider the following qualification and experiences for the selection of the Contractor's staff.

- At least 3 years of experience in guiding tours or public outreach, preferably in a scientific or technical environment.
- Professional demeanor and ability to present ITER positively; ability to handle unexpected situations calmly and efficiently.
- Educational background in a relevant field (e.g., science communication, hospitality, tourism, engineering, physics, international relations).
- Excellent communication and public speaking skills; strong interpersonal skills and ability to interact with diverse groups.
- Ability to explain complex technical information in an accessible and engaging manner; basic understanding of nuclear fusion technology and ITER's objectives.
- Proficiency in French and English; knowledge of additional ITER Member languages (e.g. Japanese or Chinese) is an advantage.

### 5.1.3 *Activity Frequency*

The ITER COM visit team carries out dozens of visits each month, normally involving hundreds of visitors (approximately 25,000 total visitors in 2023). This volume can be considerably higher during peak periods than during other times. Worksite visits range from 30 minutes to 2 hours, depending on the nature of the visit, plus the time required for a presentation. Administrative preparation for the visit can require multiple phone calls and / or emails with the visitors, plus preparation of the security access requests.

The Contractor team must always be present with three full-time staff to serve as visit guides, as described above, capable of also performing the work described below in Scope of Work #2 and #3, plus part-time staff for the same scope for peak periods, as needed.

## 5.2 **Scope of work #2: Provide administrative support for visits**

### 5.2.1 *Description*

The Contractor shall support the administrative activities related to visits:

- Monitor Outlook mailboxes connected to the visit team. Register incoming visit registrations and take charge of follow-up communication with the client.
- Ensure corresponding entries in the Outlook visit calendar, to ensure a balanced overall schedule of visits, and keep these calendar entries updated with relevant information based on the communication with clients and other relevant parties.
- Prepare, submit and follow-up on necessary access requests for visits in close cooperation with SES;
- Prepare necessary service tickets and bookings (bus, IT, PPE, rooms, catering, etc.) as required.
- Provide support for VIP visit arrangements (prepare meeting rooms, programs, background documents, nametags, etc.) as required.
- Monitor the number and status of the PPE stored in COM's multiple storage facilities and report the results to the visit team.

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### 5.3 Scope of work #3: Other support tasks

#### 5.3.1 Description

The Contractor may be requested from time to time to perform other duties related to visits and local outreach:

- Participate in Open Doors Days, normally held on a weekend day, at which ITER hosts hundreds of visitors in a single day, with corresponding worksite tours and Visitor Centre activities.
- Provide support for local outreach activities, such as local exhibits about ITER, Fete de la Science events, the ITER Robots program held annually in conjunction with AIF, and similar outreach events at which virtual visits or other ITER presentations with similar content may be included, as needed.

The Contractor may be asked from time to time to provide related support for organizing meetings and events when visitors are present.

### 5.4 Service Duration

The maximum expected duration for this activity is 3 years with the option of renewal of 2 years.

## 6 Location for Scope of Work Execution

The work shall be performed primarily at the ITER site in Saint-Paul-lez-Durance. The main work location on the site will be Building 72 ITER Headquarters, plus the B08 Visitor Centre, and the worksite itself. Some teleworking within the commuting area may be agreed with the IO-CRO when the IO visit schedule allows. Some work connected to local outreach activities may be performed in the surrounding region, as required. Permission to work occasionally during weekends or evenings on visits and local outreach events shall be considered on an ad hoc basis.

## 7 IO Documents

IO will supply all information to the guides to enable them to comply with the safety requirements, and provide associated training, as appropriate.

## 8 Responsibilities

### 8.1 Contractor Responsibilities

#### 8.1.1 Execution Team and Contractor's Team Leader

- 1) The Contractor shall form and manage the execution team.
- 2) The contractor shall appoint among their staff one person as the team leader (C-RO).
- 3) The contractor team leader shall manage the team for day-to-day operation and become the focal point of contact toward the IO.
- 4) The Contractor's team staff shall receive operational instructions from the team leader.
- 5) The Contractor shall guaranty the efficient coordination of the services.
- 6) The Contractor shall ensure that he complies with the provisions of the Contract, in particular with the following:

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- The Contractor shall guaranty that all input information provided to perform the task remain property of IO and shall not be used for any other activity than the one specified in this specification
- The Contractor shall be in charge of the training & coaching of all his resources
- The contractor shall provide an organization suitable to perform the work as describe in this specification
- 7) The Contractor shall be responsible for any delay in the execution of the Services resulting from the replacement of the Contractor's personnel, and to the extent that the reason of such replacement is attributable to the Contractor save where such a replacement is due to an unforeseeable situation such as death, long term sick leave or resignation by one of the Contractor's personnel.

#### *8.1.1 Turn over*

The contractor shall take appropriate action to limit as much as possible the contractor's staff turnover. These actions shall be detailed in the Quality Plan.

The contractor will make the necessary arrangements to ensure personnel changeover and the continuation of the visit service in the case of both foreseen and unforeseen absences.

#### *8.1.2 Access request*

The contractor shall submit its access request for his employees through the dedicated pre-enrolment application in accordance with Ref. 3 and Ref. 4. Access requests shall be submitted eight working days before arrival on site of the concerned employees.

Contractor's employees shall respect Ref. 3 and Ref. 4 especially swipe their badge when entering and exiting the ITER Site.

#### *8.1.3 Use of the ITER logo*

The contractor shall follow the "Procedure to Request and Grant Permission to Use the ITER Logo by External Entities" prior to any use of the ITER Logo.

#### *8.1.4 Site Access and On-site Compliance*

- 1) The Contractor shall be responsible for the observance by himself, his employees and sub-contractors of all safety precautions necessary for their protection and the protection of any other persons, including all precautions required to be taken by or under or pursuant to any applicable legislation. For the avoidance of doubt, this includes the ITER Organization Internal Regulations concerning work on site (applicable to a Contractor working at ITER) (document Ref. 7), Contractor Safety Management Procedure related to ITER (document Ref. 8).
- 2) The Contractor shall adhere to the site access procedures when entering the ITER Organization's site. The ITER Organization shall provide the Contractor with any necessary information and documentation for site access.

#### *8.1.5 Legal Compliance*

- 1) The Contractor shall comply with all local labour and tax laws where applicable including but not limited to safety, training, hygiene, work and residence permits, social security contributions and unemployment insurance. In particular, the Contractor



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undertakes to register its staff with the applicable tax authorities and to duly exercise its statutory powers and fulfil its statutory obligations by withholding from salary payments to its staff all forms of income tax and social security payments, which he is entitled to withhold and to pay over the amounts withheld to the appropriate authorities.

- 2) The Contractor shall indemnify and render the ITER Organization free from any claims or complaints concerning any governmental or local fines, taxes, excises or assessments arising from failure by the Contractor to carry out its obligations under this contract.

#### *8.1.6 Particular Conditions for the Performance of the Contract*

- 1) The Contractor shall provide a high degree of flexibility in meeting the IO's requests. The support shall be provided in an impartial way with respect to any other interest the Contractor may have in the tasks.
- 2) Only the Contractor's representatives (C-RO, C-TRO) as defined under article 3 shall be entitled to act on behalf of the Contractor towards the ITER Organization during the execution of the Contract and the related Task Orders.
- 3) The legal relationship resulting from the contract of employment between the Contractor and its personnel shall not be affected by this Contract.

Therefore, except for operational and safety instructions necessary for the performance of the Services, the ITER Organization shall not be allowed to give directives to the Contractor's personnel for any matters under this Contract.

#### *8.1.7 Miscellaneous*

- 1) The Contractor accepts all obligations and to cover all costs, whether or not expressly agreed in the Contract, that are necessary to perform the Services.
- 2) For any delays and/or interruption of Services caused by the Contractor and beyond the control of the ITER Organization, the Contractor shall provide the relevant ITER Organization with a notice and a recovery plan as soon as possible but not exceeding ten (10) working days from the occurrence of the delays and/or interruption.
- 3) The Contractor shall take full responsibility for all steps necessary to obtain any work permits, visas, intellectual property rights or licenses required for performance of the Services under the laws and regulations in force.

## **8.2 Responsibilities of the ITER Organization**

### Designated Points of Contact

The ITER Organization's appointed Responsible Officer (IO-CRO, supported by the IO-TRO) and Procurement Officer (IO-PRO) are in charge of the execution of the Contract and related Instructions to Proceed.

#### *8.2.1 Computers and software*

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The IO shall supply:

- Computers and software for accessing the Intranet of the ITER Organization,
- Access control system

The IO shall be in charge of supplying computer equipment and associated software, and shall also ensure any related maintenance operations of the provided equipment and software.

Any information recorded in these systems are IO property.

Use of computers and software shall be limited to professional purposes only.

### 8.2.2 Safety equipment

The IO will provide the appropriate PPE for site visits (including helmets, safety shoes, life vests).

### 8.2.3 Calendar

IO shall provide the latest [Public Holidays & Site closing dates \(iter.org\)](http://iter.org) document (Ref. 5).

### 8.2.4 Communication

IO shall assign two IO representatives (IO-CRO seconded by the IO-TRO), to work as sole Contractor interface.

The IO representatives will assess the performance and quality of the work.

The IO representatives shall be responsible for checking the deliverable against the requirements stated in Art. 5.

IO shall make available to the Contractor all technical data and documents which the Contractor requires to carry out its obligations pursuant to this specification in a timely manner.

## 9 List of deliverables

The primary deliverable is for the visit guides to successfully complete visits and associated events, including any associated administrative activities, in a timely and ongoing manner. Other deliverables include:

- Comprehensive tour scripts and materials tailored for different visitor groups.
- Monthly reports on the number of tours conducted, visitor feedback, and any issues encountered.
- Participation in regular briefings with COM and other ITER staff as needed to maintain a current understanding of Project progress and update tour content accordingly.

The contractor shall issue a monthly report presenting the Contractors' monthly activities no later than the 15th of the month after. This monthly report shall at least follow the content detailed in Art. 5.

The IO-CRO has the possibility to request at any time additional elements to be integrated in the monthly report.

## 10 Specific General Management requirements

### 10.1 Work Monitoring

A monthly progress meeting shall be organized by the ITER Organization to discuss the summary activities and or adjustments needed.

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### 10.2 Meeting Schedule

On demand as the need arises.