

Request for Information

for

Global Maintenance Services Contract

Questions

1. General Company Information

Could you please indicate:

- a. Company name
- b. Company information (e.g. sector, field, expertise)
- c. Contact information including name, email address, telephone number, postal address
- d. Number of contracts and number of customers for:
 - maintenance works
 - outages works
 - investment projects works/installations
- e. Your estimated international market share for daily on-site maintenance services in the nuclear industry with the similar scope of work described in the presentation
- f. Who are your main competitors and how do you think you are differentiating yourselves compared to them?
- g. Your experience and references for similar services indicating: location, client, scope of services
- h. Do you have a subsidiary or a branch office near by the IO? If yes, where is it located?
- i. We consider that reactivity is the key for this type of services. If your answer is no to the question h), how are you going to ensure this reactivity (for example, forming a consortium or opening a branch office etc.)?

2. Contract Specific Questions

Could you please indicate:

2.1 General topics (Referring to slides 8 to 11)

- a. What would be the typical contract duration that will allow you to amortize any investment you would have to make in developing tools, skills, workshops/warehouses etc. related to the contract needs ?

2.2 Contract scope of work (Referring to slides 12 to 16)

- b. Would you have some limitations in dealing with all plants systems and all the disciplines?
- c. What part of the scope would you eventually subcontract? Please specify if it is because of lack of resources or for cost efficiency reasons.
- d. What is your experience regarding the management of spare parts inventory and possible purchasing of missing spare parts for your client?

- e. Will you be able to offer new installation or Outages/Planned Shutdown (LTM) activities in the scope of work?
- f. If you have answered yes to question e), please indicate for what kind of new installation works (piping works, equipment installations, vessels, etc.)
- g. Slide 12 explains the main activities expected under this contract. However, we would like to know if there are any other activities that could be included in this contract. What other services that you offer could be of interest to the IO in the context of our maintenance strategy?

2.3 Contract model vs possible options (Referring to slides 17 to 21)

- h. Which option would you find more relevant in IO context, Option 1 or Option 2? Please explain the reasons for your choice.
- i. In case that your company can offer services only for one or a limited group of Plant systems or disciplines, you are requested to indicate the main limiting factors for not offering the services to other plant systems or Disciplines
- j. What kind of specific organization Option 2 would imply for you (consortium? subcontracting? ...)?
- k. Based on your experience does it make sense to go for Option 2 hoping to create some synergies and possible mutualisation of resources across the various plant systems?
- l. If you have options other than these two options the IO presented, please indicate them with your justifications.
- m. As shown in Slides 17 and 19, the IO expects the Contractor to coordinate with other contractors. This coordination aspect could be different between the two Options. Could you explain how you are going to handle this coordination highlighting the possible differences between the two options?

2.4 Pricing model

- n. Do you have experience in implementing continuous improvement model regarding fixed cost reduction and/or efficiency gains? Please explain the approaches you could propose, highlight key success factors, methodology used and results achieved. Please provide concrete reference for such a model implementation in one of your contract.
- o. Would you be in favour of a bonus/penalties incentive? How would you set such an incentive approach through the implementation of a win – win strategical partnership?
- p. Based on your experience what kind of activities should be part of fixed part and variable part of the contract?

Please submit your answers to Yo.Maeda@iter.org copy to Kristel.Jeanmart@iter.org.

Thank you.