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Technical Specifications (In-Cash Procurement)

TECS_2026-07_CFT_SAP AMS and Success Factors

TECS_2026-07_CFT_SAP AMS and Success Factors

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1 Preamble

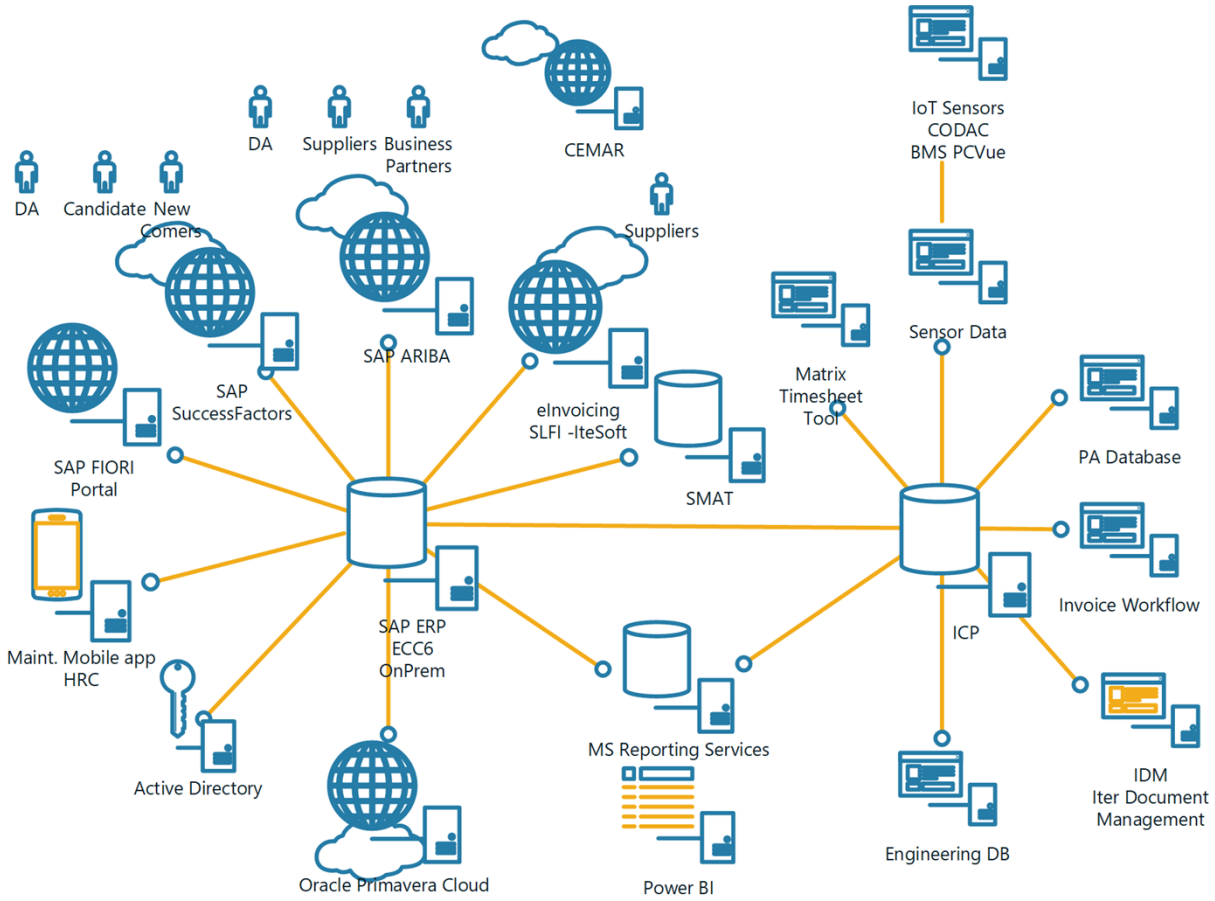
This Technical Specification is to be read in combination with the General Management Specification for Service and Supply (GM3S) – [Ref 1] that constitutes a full part of the technical requirements.

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

2 Purpose

The purpose of this Technical Specification is to define the requirements for a Call for Tender for SAP applications support services. The envisaged contract shall provide the ITER Organization with qualified business application support for the operation, maintenance, administration, configuration, development, testing support, release support, and functional assistance related to SAP applications and associated processes.

The following diagram illustrates the existing SAP systems landscape:



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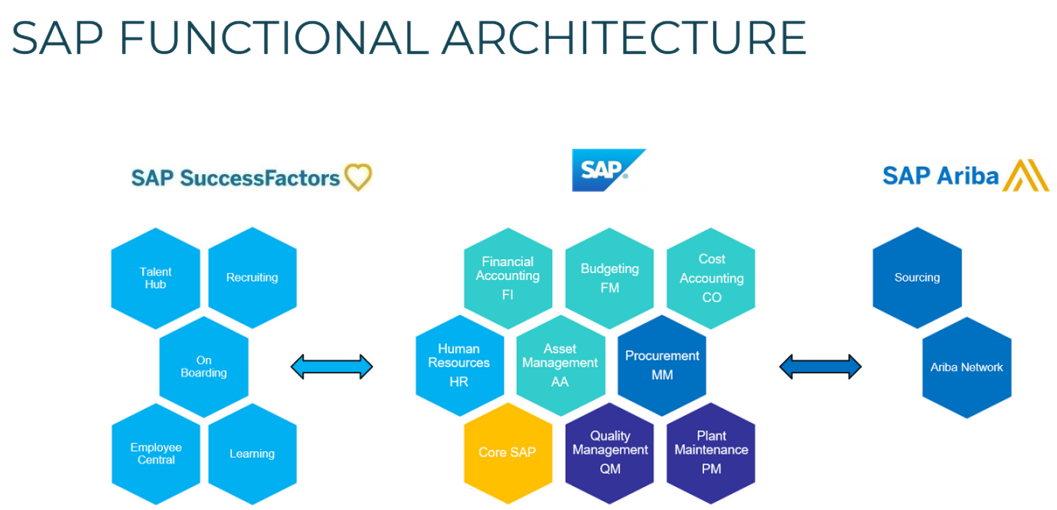
The following diagram illustrates the existing SAP functional architecture



This Technical Specification relates to a framework contract under which support services may be requested through defined service requests, work packages, or task orders during the contract period. The objective is to establish a contractual mechanism enabling the ITER Organization to obtain flexible and timely ERP business applications support in line with operational priorities and evolving business needs.

3 Acronyms & Definitions

3.1 Acronyms

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

Abbreviation	Description
CRO	Contract Responsible Officer
ERP	Enterprise Resource Planning
GM3S	General Management Specification for Service and Supply
IO	ITER Organization
ITSM	IT Service Management
KPI	Key Performance Indicator
PRO	Procurement Responsible Officer
RCA	Root Cause Analysis
RTO	Recovery Time Objective
RPO	Recovery Point Objective
SLA	Service Level Agreement
SLT	Service Level Target
SOP	Standard Operating Procedure
SR	Service Request
UAT	User Acceptance Testing

3.2 Definitions

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

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	1.4

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.

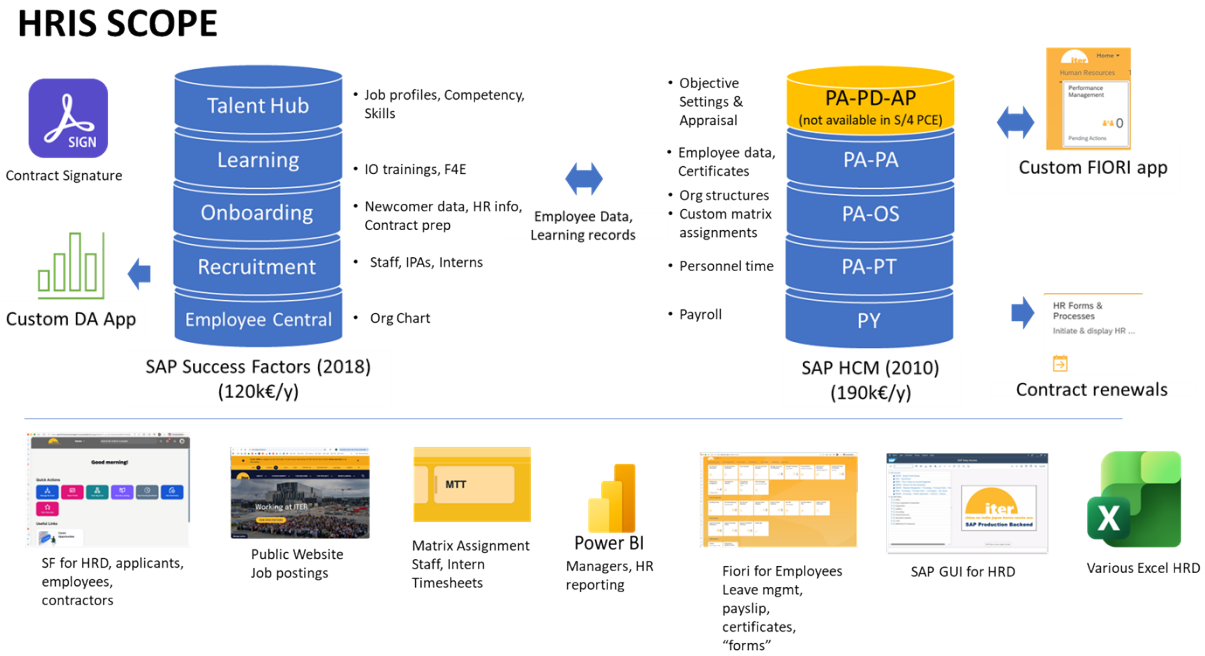
Ref	Title	Doc Ref.	Version
CS1			
CS2			
CS3			
CS4			
CS5			
CS6			
CS7			

5 Scope of Work

This section defines the specific scope of work for the service, in addition to the contract execution requirement as defined in Ref [1]. Support work is divided into 5 functional areas namely Human Resources, Procurement, Finance, Plant Maintenance and Technical Administration which will be further described in the following sections. The contractor will be responsible for the day-to-day support (service request fulfilment and incident management) and will participate to the evolution of the platform (change management, agile delivery & continuous improvement).

The maximum expected duration for this activity is for 5 years (3 years fixed + 2 years optional)

5.1 Human Resources Overview



The diagram broadly illustrates the HR Functional Application Landscape. Backend professional HR Services are delivered via the SAP GUI backend and encompass Payroll, Personnel Administration, Time and Absence Management, Organisation Management and Personnel Development. Frontend Employee and Manager Self services are delivered vis SAP Fiori Portal Applications. SuccessFactors delivers Talent Management services such as the Growth Portfolio, Recruiting, Learning and Performance Management (migration from SAP Fiori by Q4 2026). It is accessed by HR Professionals, Employees and Line Managers.

Additional information can be found on each services below:

- **Payroll** – Provision of functional support services for payroll processing and compensation activities for employees and contingent workforce, including calculation support, statutory deductions, payroll adjustments, issue resolution, testing assistance, and related service requests.

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- **Personnel Administration** – Provision of functional support services for the administration of employee and contingent workforce master data, employment lifecycle events, contractual changes, organizational assignments, and maintenance of HR administrative records.
- **Time and Absence Management** – Provision of functional support services for working time recording, absence management, leave administration, attendance-related processes, rule validation, and resolution of incidents and service requests related to time management.
- **Organisation Management** – Provision of functional support services for the maintenance of organizational structures, positions, jobs, reporting relationships, cost centre assignments, and associated organizational data required to support HR and business operations.
- **Employee and Manager Self-Service** – Provision of functional support services for employee and manager self-service processes delivered through SAP Fiori applications, including access to HR information, transaction support, issue resolution, and minor functional adjustments where required.
- **SuccessFactors Talent Management** – Provision of functional support services for SuccessFactors talent management processes, including Recruiting, Learning, Performance Management, and Growth Portfolio, covering incident resolution, service request handling, testing support, minor enhancements, and coordination with business stakeholders. Provision of functional support services for employee development processes, qualification and competency management, career-related data, development planning, and associated process support activities.
- **SuccessFactors Employee Central and Onboarding** – Provision of functional support services for core HR master data and employee lifecycle processes managed through Employee Central and Onboarding, including new hire onboarding, employment changes, position and organizational data maintenance, workflow support, incident resolution, service request handling, testing support, minor enhancements, and coordination with business stakeholders.

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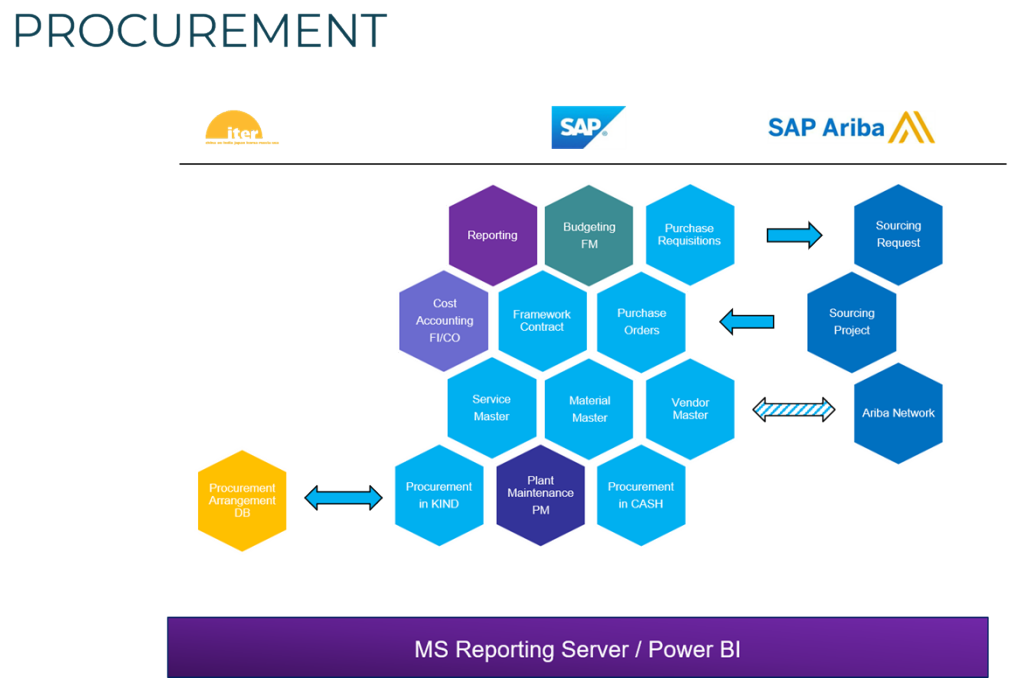
5.2 Procurement



The Procurement functional application landscape supports source-to-contract and procure-to-pay processes through SAP ECC and SAP Ariba. It covers procurement operations, supplier-related activities, purchasing transactions, sourcing and contract workspace processes, requisition management, approval workflows, and associated reporting and integration points.

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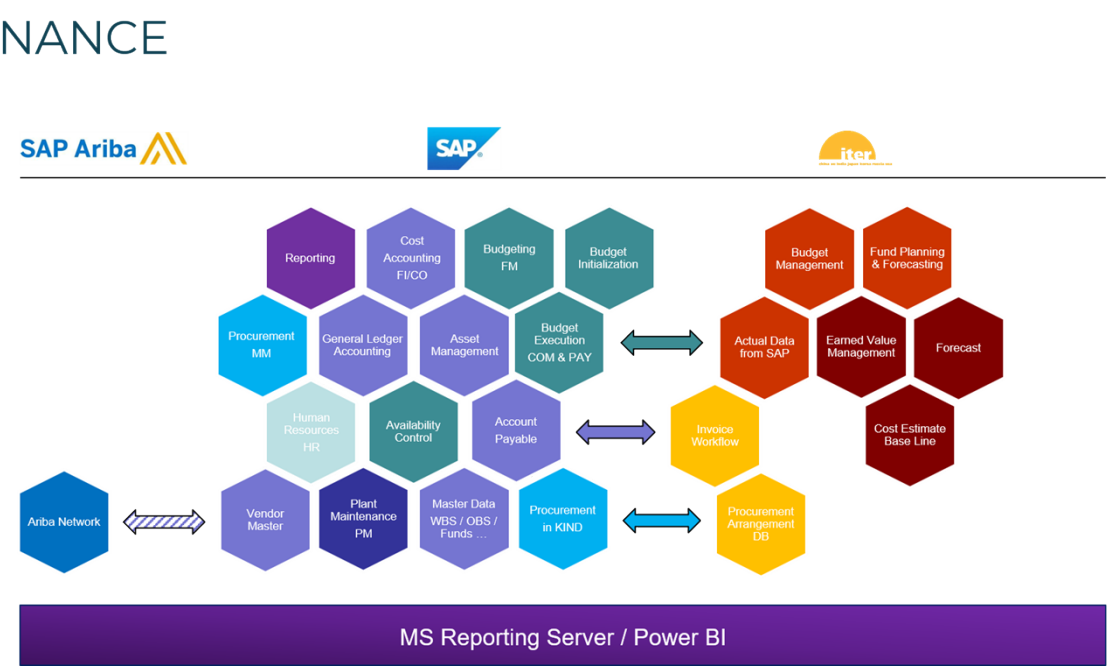
Additional information can be found on each services below:

- **Requisitioning and Purchase Orders** – Provision of functional support services for purchase requisition, purchase order, approval, and follow-up processes, including issue resolution, service request handling, testing support, and user assistance.
- **Supplier and Source-to-Contract Processes** – Provision of functional support services for supplier-related procurement processes, sourcing activities, contract workspace support, and associated master data and process controls.
- **SAP Ariba Functional Support** – Provision of functional support services for SAP Ariba processes including sourcing, contract management, buying, catalogues, and guided buying, covering incident resolution, service requests, testing support, and minor enhancements.
- **Procure-to-Pay Integration** – Provision of functional support services for the integration points between procurement and finance processes, including goods receipt, invoice-related process support, reconciliation support, and coordination with interfaced systems.
- **Reporting and Operational Support** – Provision of functional support services for procurement-related reporting, data analysis, operational issue management, user guidance, documentation updates, and coordination with business stakeholders and technical teams.

5.3 Finance Overview



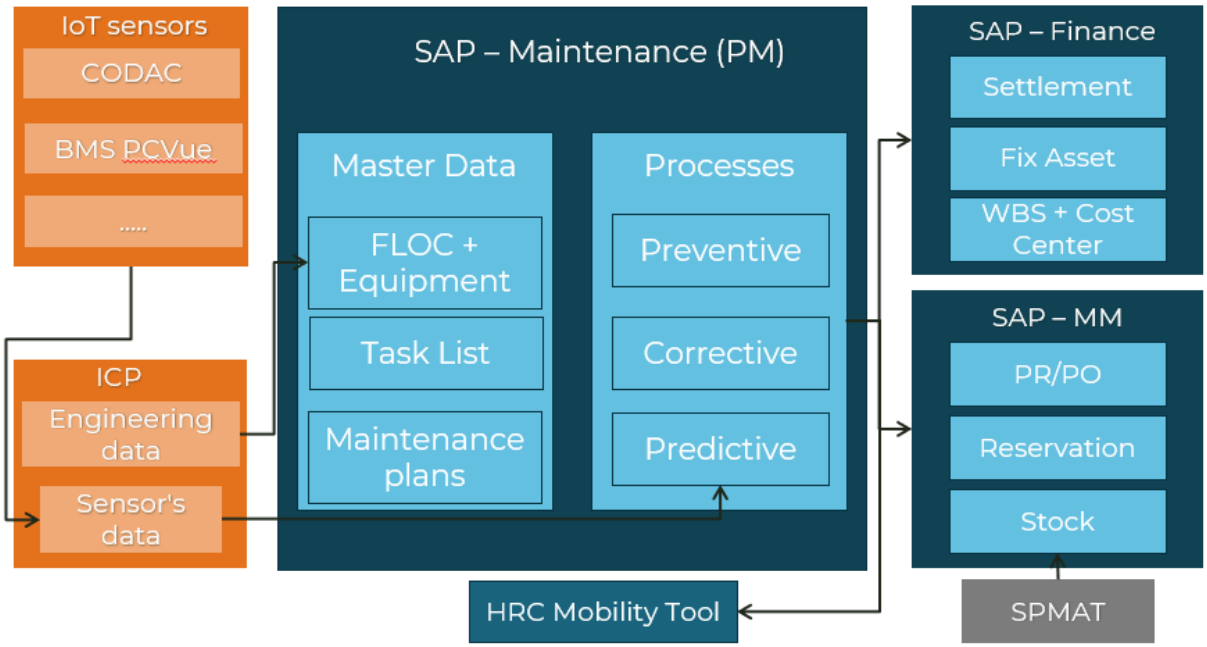
The Finance functional application landscape supports core financial management and controlling processes through SAP ECC and associated reporting solutions. It covers general ledger, accounts payable, accounts receivable, asset accounting, budget-related processes, financial close activities, internal reporting, and integration points with procurement, HR, and other business systems.

Additional information can be found on each services below:

- **General Ledger and Period-End Activities** – Provision of functional support services for general ledger operations, journal-related processes, period-end and year-end activities, reconciliation support, and issue resolution associated with financial closing processes.
- **Accounts Payable and Accounts Receivable** – Provision of functional support services for invoice processing, payment-related processes, receivables management, account reconciliation, dispute handling support, and service requests linked to payable and receivable operations.
- **Asset Accounting and Budget Control** – Provision of functional support services for fixed asset processes, capitalization and depreciation support, budget monitoring, funds-related controls, and associated reporting and process support activities.
- **Financial Reporting and Interfaces** – Provision of functional support services for standard and custom financial reports, data validation, issue analysis, and coordination of finance-related interfaces with procurement, HR, banking, and other connected systems.
- **Operational and Change Support** – Provision of functional support services for incident resolution, service request handling, testing support, minor enhancements,

documentation updates, and coordination with finance stakeholders and technical teams.

5.4 Plant Maintenance



The Plant Maintenance functional application landscape supports maintenance planning, work management, asset-related operational processes, and associated reporting through SAP ECC and connected solutions. It covers preventive and corrective maintenance processes, work orders, notifications, technical object management, maintenance history, spare parts coordination, and integration points with procurement and finance.

Additional information can be found on each services below:

- **Maintenance Notifications and Work Orders** – Provision of functional support services for maintenance notifications, work order creation and processing, status management, issue resolution, and service request handling related to maintenance execution processes.
- **Preventive and Corrective Maintenance** – Provision of functional support services for preventive maintenance plans, scheduling activities, corrective maintenance processes, maintenance task list support, and associated testing and process assistance.
- **Technical Objects and Asset Data** – Provision of functional support services for equipment, functional locations, asset-related master data, structure maintenance, and data quality activities supporting plant maintenance operations.
- **Materials, Procurement, and Finance Integration** – Provision of functional support services for integration points between plant maintenance, materials management, procurement, and finance processes, including spare parts support, reservation-related processes, goods movements, and cost-related data consistency.
- **Reporting and Operational Support** – Provision of functional support services for plant maintenance reporting, maintenance history review, operational issue analysis, testing support, minor enhancements, documentation updates, and coordination with maintenance stakeholders and technical teams.

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5.5 Technical Administration (Basis & Authorisations) Overview

The Technical Administration functional area supports the operation, maintenance, stability, and security of the SAP technical landscape across the full system maintenance path, including sandbox, development, pre-production, and production environments. It covers SAP Basis administration, transport and environment management, technical integrations, cloud connectivity with SAP Ariba and SAP SuccessFactors, user access and authorisation administration, backup coordination, and client refresh activities required to sustain reliable ERP services.

Additional information can be found on each services below:

- **SAP Basis Administration and Environment Management** – Provision of technical administration services for the SAP Basis environment across sandbox, development, pre-production, and production systems, including system administration, technical configuration, monitoring support, transport-related coordination, and maintenance of platform stability.
- **Software Currency and Technical Upgrades** – Provision of technical administration services to maintain software currency across the SAP technical landscape, including planning and execution support for patches, upgrades, technical updates, and associated validation activities required to preserve supportability and operational continuity.
- **Technical Integrations and Cloud Connectivity** – Provision of technical administration services for the maintenance and support of technical connections with internal systems and ancillary SAP platforms, including SAP Ariba and SAP SuccessFactors cloud connectors, interface connectivity, certificate-related activities, and coordination of technical integration issues.
- **Authorisations and User Access Management** – Provision of technical administration services for SAP user account administration, role and authorisation management, access-related changes, security-related support, and resolution of issues affecting user access to supported ERP applications.
- **Backups, Client Refreshes, and Operational Technical Support** – Provision of technical administration services for backup coordination, client copies and refreshes, environment preparation, operational technical housekeeping, and support for activities necessary to maintain system recoverability, testing readiness, and service continuity.

5.6 Expected skills and experience of the team

All resources shall have higher diploma or certificates in Engineering, Computer Science or equivalent, be fluent in English and have good ability to work in a team environment.

In addition, all resources involved with project & service management activities shall have required certifications and trainings (SAP, PRINCE 2, PMI, ITIL, etc.)

Please find below the expected (non-exhaustive) list of profiles and related experience level:

- **SAP ABAP Developer** shall perform technical development, correction, enhancement, and maintenance activities for SAP applications. Duties include analysis of technical requirements, development of reports, interfaces, forms, conversions, enhancements, workflow-related objects, data correction scripts, and support for defect resolution across the supported SAP modules and integrated systems.

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- **SAP UI5 Developer** shall design, develop, maintain, and support SAP Fiori and SAP UI5 applications used by business and technical users. Duties include frontend development, application extensions, integration with backend services, support for user experience improvements, testing, defect correction, and documentation of delivered frontend components.
- **SAP Functional Consultant** shall provide functional analysis, configuration support, business process expertise, testing assistance, and documentation for the supported SAP functional areas. Duties include requirement clarification, solution design support, issue analysis, process validation, configuration-related activities, user guidance, and coordination with business stakeholders and technical teams.
- **SAP Support Consultant** shall provide operational application support for incidents, service requests, user assistance, ticket follow-up, and recurring operational issues. Duties include triage, diagnosis, communication with users, documentation of resolutions, coordination of escalations, contribution to knowledge articles, and support for service continuity and continuous improvement activities.
- **SAP Basis Administrator** shall administer, monitor, maintain, and support the SAP technical landscape. Duties include system monitoring, transport coordination, environment management, performance checks, user and authorisation support, technical troubleshooting, connectivity support, patching and upgrade assistance, backup coordination, and activities required to ensure service availability and operational stability.

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Role	Level 1	Level 2	Level 3
SAP ABAP Developer	Implements ABAP corrections, minor enhancements, reports, forms, and interfaces under guidance	Owns ABAP objects, performs technical analysis, and designs developments aligned with SAP standards	Defines ABAP development approach, technical standards, integration patterns, and complex remediation strategies
SAP UI5 Developer	Builds SAP UI5 and Fiori application components, extensions, and basic service integrations	Owns Fiori/UI5 features, integrates OData services, and supports usability, testing, and defect resolution	Defines SAP Fiori/UI5 architecture, frontend standards, reusable components, and user experience principles
SAP Functional Consultant	Supports requirements gathering, configuration analysis, testing, and functional documentation	Leads SAP solution design, configuration activities, business workshops, and cross-process issue resolution	Drives SAP process harmonisation, functional architecture, roadmap alignment, and transformation support
SAP Support Consultant	Handles standard incidents, service requests, user guidance, and ticket documentation	Performs root cause analysis, coordinates escalations, and supports recurring issue resolution	Leads support governance, service improvement, knowledge management, and complex operational escalations
SAP Basis Administrator	Performs routine SAP system monitoring, user administration support, transport checks, and operational housekeeping	Administers SAP landscapes, manages transports, supports performance analysis, and coordinates technical changes	Leads SAP technical administration, upgrade planning, landscape strategy, security coordination, and service continuity

5.7 Global user population & expected volume of services

Please find below the overview of users by categories and related support metrics by category.

User Descriptions	Number
Employees and Contingent Workers	1400
HR Professionals	30
Managers	100
Procurement & Legal professionals	40
Contract Responsible Officers	350
Managers	100
Maintenance managers	5
Planners: his regroups planners, schedulers and methods departments from our 4 subcontractors (ADF, SPIE, SECHE and REEL). And Maintenance Responsible Officers (MRO) for ITER side.	94
operators: ITER staff in charge of visual inspections and technical walkdown	31

HR
Procurement
Plant Maint.

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	2026(YTD)	2025	2024	2023
Incident	224	581	619	506
Service Request	734	1630	1536	1526
Change	215	360	313	518
Total	**1173**	**2571**	**2468**	**2550**
Incident	19.10%	22.60%	25.08%	19.84%
Service Request	62.57%	63.40%	62.24%	59.84%
Change	18.33%	14.00%	12.68%	20.31%

6 Location for Scope of Work Execution

The contractor will provide resources that will be available on request to be present on the ITER site.

7 IO Documents

No input is expected from IO.

8 List of deliverables and due dates

General Deliverables

IO IT provides in-house developed tools to record exhaustive work completed and to log activities. These tools are mandatory to use as they provide a basis for accounting and invoicing.

- Descriptions of work completed: Jira Worklogs and Confluence Pages;
- Logging of time spent: Jira Worklogs and WorklogPro approved timesheets;
- Records of absence: Confluence Team Calendars and WorklogPro time logged in Absence Tickets.

Monthly activity reports contain qualitative and quantitative detailed information about the issues the Contractor has been confronted to, about the solution proposed and implemented, the innovations introduced in the processes and the ideas to further improve the service. These reports shall be agreed and accepted from IO TRO to release the corresponding payment.

At any time of a task order lifecycle, upon request by IO, the contractor shall be able to provide the current number of the days worked by its team. Moreover, the contractor shall ensure the service continuity all along the task order validity. IO IT will monitor the quantity and quality of the services provided by the contractor.

9 Quality Assurance requirements

The Quality class under this contract is QC4, [Ref 1] GM3S section 8 applies in line with the defined Quality Class.

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

Requirement for [Ref 1] GM3S section 6 applies completed/amended with the below specific requirements:"

11.1 Contract Gates

This scope of service call for the following technical gates: KOM, monthly steering committee, and close-out.

11.2 Work Monitoring

The Contractor shall ensure service availability during ITER working days and shall organise the services so that support, coordination, and escalation remain effective throughout the execution of the task order.

On site presence must fulfil following requirements:

- Globally, the need is to have a minimum of 1 person per day on site, whatever his functional domain is. She/he will oversee interactions with users and will provide relevant information to the appropriate functional consultant if the latter one is working on Off-Site;
- Individually, on site presence for a functional consultant (in charge of a business area) must be minimum 5 days per month;
- In case of a very high bug to be fixed urgently, On Site workshops with Process Owners will have to be scheduled within a very short notice. If at that moment functional consultants are working remotely, they will have to be able to be on site on the next working day.

Regular progress meetings shall be conducted between the Contractor and the IO RO, if needed other meeting may be needed after mutual agreement. The format and frequency of the contractor's progress report and the format shall be agreed between IO and the contractors and may vary depending on task urgency and criticality, needs of follow-up, etc.

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11.3 CAD design requirements

This contract does not imply CAD activities.

11.4 IT Service Management Requirements

The Contractor shall provide service management in accordance with **ITIL best practices** and **Agile delivery principles**. The Contractor shall demonstrate established and documented processes for Service Request Management, Incident Management, Problem Management, Change Management, Event Management, Service Level Management, and Continuous Service Improvement.

The Contractor shall operate its service management processes using ITER's IT service management toolset, including JIRA ticketing system, Confluence knowledge bases, and DevOps toolchain, and shall fully align with ITER's governance framework and reporting requirements.

11.4.1 Service Level Targets and KPIs

The Contractor shall meet the following minimum service performance targets, measured monthly:

KPI	Target
Incident Resolution SLA Compliance	At least 70% of incidents resolved within 1 business day
Service Request Fulfilment SLA Compliance	At least 70% of service requests completed within 3 business days
Incident Logging and Tracking	100% of incidents recorded in the service management system
Service Request Logging and Tracking	100% of service requests recorded in the service management system
Monthly Service Reporting	100% delivery of agreed service reports

11.4.2 SLA compliance shall be calculated as:

SLA Compliance (%) = (Number of tickets completed within SLA / Total number of eligible tickets) × 100

Business days shall be calculated according to the Customer's official working calendar, excluding weekends, public holidays, and agreed service closure periods.

The Contractor shall provide monthly KPI reports showing:

- Total number of incidents and service requests;
- Number and percentage meeting SLA targets;
- Number and percentage breaching SLA targets;
- Trend analysis compared with previous reporting periods;
- Corrective actions for recurring SLA breaches.

11.4.3 Incident Management

An Incident is an unplanned interruption to an IT service, a reduction in service quality, or a failure of a configuration item that has not yet impacted service delivery. The objective of Incident Management is to restore normal service operation as quickly as possible.

Examples:

- Application unavailable
- System performance degradation
- Error preventing users from completing business activities
- Failed integration or interface

The Contractor shall provide incident management services aimed at restoring normal service operation as quickly as possible and minimizing business impact.

The Contractor shall:

- Classify and prioritize incidents according to agreed severity levels.
- Perform timely investigation, escalation, communication, and resolution activities.
- Provide major incident management and stakeholder communication procedures.
- Maintain complete records of incident activities and resolutions.
- Produce periodic incident trend and performance reports.

11.4.4 Service Request Fulfilment

A Service Request is a user request for information, advice, access, a standard service, or a pre-approved change that does not result from a service disruption or degradation. Service Requests are typically low-risk, repeatable activities executed through a predefined fulfilment process.

Examples:

- User account creation or modification
- Permission or role assignment
- Data extraction requests
- Configuration updates within agreed procedures
- User assistance or information requests

The Contractor shall manage service requests through a formal service desk process, including logging, categorization, prioritization, assignment, tracking, fulfilment, and closure.

All requests shall be recorded in the designated service management system and processed according to agreed Service Level Agreements (SLAs). The Contractor shall provide regular reporting on request volumes, resolution times, backlog status, and service performance.

11.4.5 Problem Management

A Problem is the underlying cause, or suspected cause, of one or more incidents. Problem Management focuses on identifying root causes, implementing permanent solutions, and preventing recurrence.

Examples:

- Repeated application outages caused by a database issue
- Recurring authentication failures affecting multiple users
- System instability resulting from a software defect

The Contractor shall perform proactive and reactive problem management to identify root causes of recurring incidents and service disruptions.

The Contractor shall:

- Conduct root cause analysis for significant or recurring incidents.
- Maintain a known error database and workaround documentation.
- Track corrective and preventive actions to closure.
- Identify opportunities for service improvement and technical debt reduction.

11.4.6 Event Management

An **Event** is any change of state that has relevance for IT service delivery and can be identified by monitoring tools, configuration items, or users.

Example: a monitoring system detects that a web server response time exceeds a threshold

- This is an **event**
- If users are affected → it is escalated into an **incident**
- If it reveals a deeper infrastructure issue → it may later contribute to a **problem record**

The Contractor shall implement Event Management capabilities in line with ITIL best practices, ensuring that all relevant infrastructure and application events are automatically captured, monitored, correlated, and assessed through ITER's monitoring and IT service management tools. Events shall be used to proactively identify potential service impacts, trigger incident creation where appropriate, and support preventive maintenance activities. The Contractor shall ensure appropriate filtering and prioritization of events to avoid alert fatigue, define escalation rules for critical events, and maintain full traceability between events, incidents, and underlying configuration items.

11.4.7 Change Management

A Change is the addition, modification, or removal of anything that could affect IT services, applications, infrastructure, configurations, documentation, or processes. Changes shall be assessed, approved, tested, and implemented through the agreed Change Management process.

Examples:

- Application upgrade or patch deployment
- Configuration changes in production
- Integration modifications
- Infrastructure or database changes
- Functional enhancements

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The Contractor shall ensure that all application changes are planned, assessed, approved, tested, documented, and implemented in a controlled manner.

The Contractor shall:

- Follow agreed change management procedures.
- Support standard, normal, and emergency changes.
- Assess risks, impacts, dependencies, and rollback procedures.
- Participate in Change Advisory Board (CAB) meetings when required.
- Maintain complete audit trails for all production changes.

11.4.8 Agile Delivery and Continuous Improvement

The Contractor shall apply Agile methodologies for application enhancements, maintenance activities, and service improvements.

The Contractor shall:

- Maintain and prioritize a backlog of enhancement and maintenance activities.
- Participate in planning, refinement, review, and retrospective sessions.
- Deliver work in iterative cycles with regular stakeholder feedback.
- Provide transparency on workload, capacity, progress, and delivery metrics.
- Continuously identify opportunities to improve service quality, efficiency, automation, and user experience.

11.4.9 Governance & Reporting

The Contractor shall establish a governance framework including operational meetings, service reviews, KPI reporting, risk management, and continuous improvement planning.

The Contractor shall provide monthly reports covering:

- Application availability
- % of incidents resolved within 1 business day
- % of service requests completed within 3 business days
- Backlog updated and prioritized before each sprint planning session
- ≥ 70% of committed sprint items delivered within the sprint
- Timesheet submissions in Jira
- Roadmap progress

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12 Appendices