

Technical Specifications (In-Cash Procurement)

Technical Specification IO - IO Requirements for the Construction Site Cleaning Services Contract

This document defines the ITER Organization Requirements for the Cleaning Services contract. In the frame of the ITER Construction, the Construction Site Cleaning Services Contractor shall be responsible for providing a complete cleaning services solution, including the provision of personnel with demonstrated skills and experience.

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1 Purpose

This document provides the technical requirements for the performance of the Construction Site Cleaning Services Contract on the ITER site.

2 Scope

The ITER Organization will place a Framework Contract to provide Cleaning Services on ITER Construction Site. This document outlines the specifications for such services.

The Construction Site Cleaning Services Contractor shall be responsible for providing a complete cleaning services solution, including the provision of personnel with demonstrated skills and experience. Provisional list of buildings and areas to be considered is provided in Appendix B.

The scope of this contract is to provide the necessary cleaning services required by the construction activities on the ITER Construction Site.

All equipment, tools and consumables required shall be the responsibility of the Contractor.

This activity concerns cleaning services of the construction site premises. Each Works Contractor is be responsible for the overall cleanliness inside their work areas, but the Contractor shall be responsible for cleaning in areas that cannot clearly be attributed to one single Works Contractor.

These areas will be defined on an ongoing basis by IO.

The start of mechanical works inside buildings involves different degrees of cleanliness. High level of cleanliness may be required for specific materials and equipment. Below requirements relate to indoor and outdoor general cleaning of infrastructures buildings and areas.

- Regular cleaning of the premises for buildings and surroundings (Vacuum Cleaning / Broom as required) (Per Appendix B).
- Wet and Dry floor cleaning inside select buildings
- Floor Polishing
- Walls, Ceilings, Doors, Windows, stairs, superstructures, outer surface of equipment and utilities cleaning
- Cleaning of worksite toilets / chemical toilets
- Rubbish collection
- Supply of cleaning consumables, including but not limited to bags for the rubbish bins
- Supply of mats and boot washers for building entrances
- General cleaning of onsite cabins and temporary offices (within the platform boundaries)
- Pest extermination if required
- Collect and clean reusable clean cloth apparel for Work Site 1 on request

Emptying of skips to be evacuated from site is not part of this scope.

The Construction Site Cleaning Services Contractor shall warn if necessary the company in charge for emptying skips outside buildings.

3 Definitions and Acronyms

3.1 Definitions

Common areas	Any area where more than one works contractor is working simultaneously
Construction Management-as-Agent	Entity responsible for the Management for the IO of the Assembly, Installation and Testing IO systems, structures and components
ITER Construction Site	ITER buildings under construction, including assembly, installation or testing activities with surrounding areas
ITER Site	ITER buildings and areas included in ITER site boundary as per [20]
The Contractor	Contractor is the entity that was awarded and responsible of the Construction Site Cleaning Services Contract
The Employer	ITER Organization
Tokamak Complex	Used to identify all Tokamak building (11), Diagnostic building (74), Tritium Building (14)
Tokamak pit	Area within Tokamak building (11) inside the bioshield area.
Works Contractors	IO Contractors in charge of assembly ITER equipment

3.2 Acronyms

CISSCT	Collège Inter-Entreprises de Sécurité, de Santé et des Conditions de Travail (Inter-Company Health and Safety Committee. Established under the French Labour Code for the operation of buildings, Articles L.4532-10, R.4532-77 and R.4532-78)
CMA	Construction Management as Agent
CRO	Contract Responsible Officer
F4E	Fusion For Energy
IDM	ITER Document Management (system)
INB	Installation Nucléaire de Base
IO	ITER Organization
MSDS	Material Safety Data Sheet
PIA	Protection Important Activities
PIC	Protection Important Components
PPE	Personal Protective Equipment
PPSPS	French acronym for Plan Particulier de Sécurité et de Protection de la Santé – Specific plan of safety and health protection
PRE	Environmental Protection Plan
PTW	Permit To Work
SIC	Safety Important Class components
SPC	Site Planning and Coordination Section
SHS	Security, Health & Safety Division
SIM	Site Management Section
WCA	Waste Collection Area

For a complete list of ITER abbreviations see: [ITER Abbreviations \(ITER_D_2MU6W5\)](#).

4 References

#	Title	IDM Reference
[1]	ITER Abbreviations	2MU6W5
[2]	Site Access Procedure	S3893D
[3]	ITER Site Permit to Work Overarching Procedure	3E8289
[4]	Procedure_CMA_Permit to Work Procedure	UBET39
[5]	Site Plan for Internal Regulations	RZGQKW
[6]	Internal Regulations	27WDZW
[7]	Contractor safety management procedure	Q2GBJF
[8]	PGC SPS Vol. 1 - IO&F4E	T6V4RP
[9]	ITER Vacuum Handbook	2EZ9UM
[10]	Chemical product management procedure	TF5GP8
[11]	PMAE_v1_Environmental Management Plan (PMAE) volume 1	97W4PN
[12]	Environmental requirements	97WRFP
[13]	French Decree No 2012-1248 of 9 November 2012 authorising the ITER Organization to create a basic nuclear installation called "ITER" (DAC)	C2JZNX
[14]	French Order of 7 February 2012 relating to the general technical regulations applicable to INB	7GJHSE
[15]	Provisions for Implementation of the Generic Safety Requirements by the External Interveners	SBSTBM
[16]	ITER Policy on Safety, Security and Environmental Protection Management	43UJN7
[17]	Use of the General Services Ticket System	FB8HAS
[18]	In-Cash Procurement Technical and Management Documentation Exchange and Storage Procedure	G8UMB3
[19]	General Management Specification for Execution Entities at the ITER Site	YX55YY
[20]	ITER Site Development Plan	2D3YX2
[21]	Site Organisation Rules	MPBT35
[22]	IO Chemical Product Database	UHCX7J
[23]	List of room types per building	VE3CZC
[24]	Environmental Respect Plan English template	9FUP5C
[25]	Vacuum Cleanliness Classification for Installation of VQC 1, 2, 3 and 4 Vacuum Components	WXJXCH
[26]	ITER Vacuum Handbook Attachment 2 - Cleanliness Requirements Relating to the Assembly of Vacuum Equipment	MBXPP3
[27]	Appendix 2 Environmental Cleanliness	2EL9Y6
[28]	Appendix 3 Materials	27Y4QC
[29]	Appendix 4 Accepted Fluids	2ELN8N
[30]	Appendix 13 Cleaning and Cleanliness	2ELUQH
[31]	ITER Procurement Quality Requirements	22MFG4
[32]	Procurement Requirements for Producing a Quality Plan	22MFMW
[33]	Quality Assurance for ITER Safety Codes	258LKL
[34]	Health Protection and Safety General Coordination Plan	2NUEYG
[35]	Physical Security Protection Management Procedure	TZYDJH
[36]	How to Access the ITER Site	WRWQRG
[37]	Waste management procedure	9PLT8D

5 Estimated Duration

The Framework Contract duration is 2 years (Period 1) and will include 3 optional extensions of 1 year each (Periods 2, 3 and 4), for a total of 5 years.

Within Period 1, a ramp up phase of 1 month is expected as detailed below.

5.1 Ramp-up phase

The following activities correspond to those in the ramp-up phase and shall involve proper performance of:

- Appropriation/critical analysis and adaptation of similar activities carried out by the contractors of the previous contracts, as well as analysis of applicable documents and of all regulations related to any of the activities to be performed by the Contractor;
- Preparation of the staff and provision of the documents required for operational kick-off of the services as mentioned in Section 8

The duration of the ramp-up phase is set from Contract signature until operational phase (T1 date). This corresponds to a period during which the Contractor observes and analyses the workings of the current cleaning services.

This ramp-up phase shall allow the Contractor to get a better understanding of the missions and to have an approved Quality Assurance Plan and applicable procedures and programmes from the start of the operational phase.

From the T1 date, the Contractor will be in charge to perform cleaning services at the ITER Construction Site.

6 Work Description

6.1 Details of Operations

Cleaning activities inside building 13 and in the Tokamak Pit area, Crane hall and crown cells areas of building 11 shall be conducted in a manner that is conducive to maintaining class ISO 8 clean conditions. The detailed requirements description need to be adopted by the Contractor to ensure that the overall contamination levels in the various vacuum equipment of the ITER machine when it is brought into operation are commensurate with the Vacuum Quality Classification of the relevant vacuum equipment. All procedures and processes used during assembly and testing work of ITER vacuum systems equipment shall comply with the requirements of the ITER Vacuum Handbook [9], Vacuum Cleanliness Classification for Installation of VQC 1, 2, 3 and 4 Vacuum Components [25], ITER Vacuum Handbook Attachment 2 - Cleanliness Requirements Relating to the Assembly of Vacuum Equipment [26], Appendix 2 Environmental Cleanliness [27], Appendix 3 Materials [28], Appendix 4 Accepted Fluids [29], Appendix 13 Cleaning and Cleanliness [30].

Cleaning activities in all other areas shall be done according to best industry practices.

Cleaning activities are expected to include:

- Vacuuming (Wet and Dry) with filtered exhaust
- Wet Wiping (mopping and damp wiping) with appropriate fluids
- Mopping with 3 bucket systems
- Picking up with Tacky roller
- Use of Isopropyl alcohol (IPA)

Cleaning liquids shall be non-toxic, fast drying & efficient in removing contamination

Rubbish shall be collected based on the procedure in force on the ITER Site [37]. The equipment used during the service must be compliant with the standards and regulations in force. For the lifts, the cleaning instructions of the lift manufacturer shall be strictly followed.

Cleaning staff shall wear cleanroom clothes (suits) in clean areas. The suits will be provided by the IO. The Contractor shall provide their staff with Cleanroom safety shoes, gloves, safety glasses, helmets suitable for ISO8 area.

6.2 Working time

Normal hours are considered to be from 07:30 to 19:30 from Monday to Saturday.

Upon request, specific working hours may be requested (i.e. night shifts), bank holidays and Sundays.

6.3 Frequencies of operations

For buildings transferred by F4E to IO (See Appendix B Provisional Schedule Buildings Cleaning Operations), the minimum frequencies demanded are indicated in Appendix A Provisional indicative frequencies of cleaning operations.

Different access requirements are required to perform cleaning activities around ongoing work areas. The Contractor is required to comply with all access, Health and Safety, environmental procedures listed in the Applicable and reference documents in order to carry out its tasks.

Major 'works 'equipment's installation may be operating while the cleaning activities are in progress, the Contractor is required to attend relevant meetings to ensure coactivity with ongoing IO/CMA Works Contractors is understood and cleaning will not interfere with the works.

These frequencies must be considered as minimum frequencies. The Contractor is responsible for adapting them depending on any event or climatic hazards and carrying out the required cleaning.

6.4 General Requirements

Contractor shall comply with General Management Specification for Execution Entities at the ITER Site [19].

6.5 Road, pathways and car park cleaning

The Contractor shall clean identified roads (including sidewalks), wheel-washer areas, pedestrian paths, fences and car park areas of the ITER Site (with the exception of CA1, A73 and the fenced off electrical yards) when required and remove any waste and/or materials and/or sludge which can be present on or in the vicinity of these structures by all means necessary (i.e. truck with brushes and high-pressure sprayer boom and auxiliary lance).

For roads and car parks, cleaning shall be carried out outside normal working hours to avoid interfering with the activity of the ITER Construction Site.

Airborne waste caught in fences, roads, pathways or gutters shall be removed and disposed of by the Contractor within compliant containers in Waste Collection Area (WCA). This activity shall be performed whenever required and according to weather conditions (e.g. during and after windy days). As a minimum a weekly patrol with a written report (including pictures before/after treatment) shall be performed.

All road (traffic and directional) and walkway signage needs to be properly maintained so that it is capable of performing the function for which it was intended. When required, cleaning shall be performed for all signage panels along with regular checks of fixtures and fittings to ensure installations are secure and do not pose a hazard. This activity includes verification of the condition of the signage and identifying signs that require replacement / repair.

6.6 Security requirements

The Contractor shall comply with security rules edited in [35] and [36].

6.7 Safety requirements

The Contractor shall protect at all times people, vehicles and premises from any projection generated by his activity. These means are (non-exhaustive list):

- Mobile worksite signalization;
- Protection carpets;
- Organizational means such as working hours adaptation, risk avoidance with ITER Construction Site
- users proper communication;
- Radio communication between team manager and operators for risk spotting.

Safety instructions should be complied with when cleaning the floors. In this case, suitable signage must be used to attract the attention of users and visitors to the works in progress and prevent any slides and falls.

6.8 Cleaning fluids

When Vacuum Station (B54) is not operational and all buildings are not connected thereto (expected end-2021), the Contractor shall properly dispose all cleaning fluids as only plain water (rain, potable water, raw water) is allowed in the ITER sewage system. If any chemical additives are used for cleaning, the waste shall not be dumped in the ITER sewage system but shall be collected and disposed of properly by the Contractor. All cleaning products and chemicals shall be registered (see Environmental protection Section).

When the Vacuum Station (B54) is operational and all buildings are connected thereto, chemical products may be allowed within the limits of the Prefectural Orders.

6.9 Cleaning of reusable clean clothes

Cleaning the reusable clean clothes for Work Site 1 can be requested to the Contractor. The cleaning is to be realized on demand, the contractor is held responsible for collecting the clothes, cleaning (standard cleaning) and delivering them to the designated place.

6.10 Consumable products linked with the activity

In the scope of this contract, the Contractor shall provide all consumable products required for correct service performance. This includes items such as (non-exhaustive list):

- Tools (non-exhaustive list: brooms, vacuums, trolleys,...)
- Administrative supplies
- Products and items required for cleaning services (non-exhaustive list: cleaning products, toilet paper, hand towels (paper or linen), soap, hydro-alcoholic gel, air refreshers, waste bags,...)

Stock management (concerning consumable products and specific supplies) is incumbent upon the Contractor. Moreover, the Contractor shall not avail itself of any stock shortages to justify deviations in its contractual commitments. The Contractor shall always maintain a detailed inventory of its consumable products.

The Contractor shall dispose of all used product resulting from its activity. As required, the Contractor shall ensure destruction or recycling in compliance with the legislation in force and provide all justifications therefore.

6.11 Management of Requests

All service requests for the Contractor will be handled through a computerized ticketing system. This ticket system will be put in place by IO and each ticket will be approved by IO prior to being forwarded to the Contractor. This software will allow the Contractor to make automated reporting regarding the number of requests made and the number of requests completed in each category.

Specific ad hoc cleaning tasks may be requested by ITER Organization to the Contractor over the course of the Contract (on-demand request). On demand requests through tickets shall be treated within 24 hours delay.

Exceptional “short notice” request could be made by ITER Organization CRO or his/her delegate for some specific and urgent cases requesting the Contractor to intervene within the day of the request and for limited surfaces to be cleaned.

6.11.1 Ticket management and on-call system

An on-call system (in accordance with the organisation chosen by the Contractor), shall be implemented by the Contractor as from the first day of operations.

The on-call schedule shall be provided to the IO on a monthly basis. This schedule shall indicate, for every week, the names of the staff members on call and their mobile phone numbers.

It shall be possible to reach the staff on-call during the working time (See section working time).

For the on-call staff, the response time on site must not exceed 60 minutes.

On-call services are part of the fixed price and shall not give rise to any extra payments by the IO.

Any ITER Site user can report issues or submit requests related to the activities of the Contractor through a computerised ticket system. The ITER Organization Responsible Officer or his representative filter and assign the tickets to the Contractor. This application is part of ITER Organization General Services Ticket System for which a How-To [17] describes its

functioning. ITER Organization assigns the tickets falling under Contractor scope and the Contractor shall interact with the submitter to solve the request within relevant contractual delays.

The Contractor shall draft a Ticket management procedure including in particular:

- Receives a phone call, an official ITER Site report, or an electronic ticket from users;
- Systematically creates tickets associated to phone call when issues fall under Contractor's scope;
- Records and analyses requests/complaints;
- Initiates suitable actions in response with associated schedules;
- Ensures correct progress of the action;
- Reports on action progress state;
- Validates action closing.

Each ticket shall reflect at all times an updated action status with:

- Updates in the comments section to liaise with requestor and/or register last development;
- Updated expected date of resolution according to last action delay and contractual response time;
- Updated Ticket status (assigned, in work, on hold, in test, closed...);
- All other relevant ticket fields (i.e. assignment fields...).

This activity shall be operational from 07:30 to 19:30 from Monday to Saturday. It shall be ensured by suitably qualified and experienced staff. Call-centre staff shall possess sufficient technical knowledge to ensure correct integration of the request. They must be competent and well advised in order to guarantee correct allocation of the tasks. The staff shall also be proficient with the English language (oral and written) and common computer applications (Excel, Word). They must follow a half day training course for the use of IDM. They shall show professional strictness in the procedures.

The General Services Ticket system described above may change with IT working Environment evolution (currently JIRA® Helpdesk). A dedicated category of JIRA tickets for Cleaning Services related to the present scope is planned to be implemented. Any change of ticket system shall be endorsed by the Contractor without additional cost and he shall be proactive and liaise actively with ITER Organization stakeholders involved in the change to welcome the new system without service disruption. Relevant documentation modification as well as necessary training attendance related to this change shall be endorsed by the Contractor without additional cost.

6.12 Skills and Qualifications

The Contractor shall ensure the safety of individuals and goods within the facilities entrusted to it. Therefore, everyone must ensure a minimum service and perform his/her tasks even in case of social problems at the national scale or within the company.

During tender stage the number of required supervisors will be defined by the Contractor. CVs of supervisors will be included in the offer made by the Contractor.

The supervisor shall:

- Ensure permanent attendance on site for all activities, without any interruption, during normal working hours as set out in this document.
- Improve the training level of its staff in the field related to its function.
- Ensure that its staff has proper knowledge of the facilities and equipment in order to ensure technical efficiency in terms of Quality, Security and Safety.

- Implement a dynamic and flexible organisation, taking the workload variation into account for the whole term of the contract. This organisation must make it possible to meet the objectives and deadlines set.
- Ensure the qualification of the operators for each task.

The Contractor shall provide its staff with the working authorisations or risk training certificates required according to the type of works and support all costs pertaining to training, qualification, upgrading, safety audits, etc. The Contractor undertakes to maintain these qualification levels for the whole term of the contract.

Upon specific request, some of the following trainings may be requested below (non-restrictive list):

- Electrical safety as per requirement of documents UTE C 18 510, C 17100, C 17102, C 15100, C13200
- Light vehicle driver's license
- Work at height (French Labour Code R.4323-31 and 32, Decree 2008-244 of 7 March 2008, European Directive 2001/45/CE, 95/63/CE, Decree 98-1084, etc.)
- First aid training (Certificate in first aid - AFPS, (Attestation de Formation aux Premiers Secours) for at least one member of the Contractor's staff). (Mandatory)

The Contractor shall take the constraints of this contract into account, especially all the risks involved. The Contractor's staff members must be medically certified fit to perform their functions.

The Contractor shall permanently make sure that skills in specific fields are clearly qualified and not provided by a single person.

7 Responsibilities

7.1 IO responsibilities

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

In order to facilitate the Contractor's undertaking of work, ITER will provide the following facilities on the ITER site:

- An office with 2 desks, network connections, and shared break rooms and bathrooms
- Up to 2 ITER computers (upon justification of the need)
- Up to 20 lockers, including shared break rooms, bathrooms, and showers
- When needed, a dedicated cupboard per building for products storage.
- Area for storage containers, machinery, fuelling

For delays of more than two weeks in making them available, the Contractor shall advise IO CRO of the potential impact on the delivery of the services, to agree and define all the correction actions to take in place.

7.2 Contractor responsibilities

The contractor is responsible for:

- Delivering cleaning services as specified in present Technical Specification
- Providing personnel with demonstrated skills and experience
- Delivering cleaning materials, consumables, tools and equipments necessary for such activities

- Issuing deliverables as specified in section list of deliverables and due dates.

7.3 Interfaces

The main interface and contact point for the Contractor will be IO CRO or his/her delegate at operational level.

The Contractor is made aware that it may have to liaise directly with other entities performing works including CMA (in particular CMA coordinator correspondent), scaffolding contractors, environmental responsible entities, health and safety responsible entities (non-exhaustive list), in order to fine tune the way to perform its activities.

Only common areas are expected to be cleaned by the Construction Site Cleaning Services Contractor. Each Works Contractor shall clean its own area.

Upon demand of IO only, the Construction Site Cleaning Services Contractor may be asked to clean a Works Contractor area.

If a Works Contractor is requesting the Construction Site Cleaning Services Contractor to clean its own area, then it shall be clearly identified and reported to IO CRO or his/her delegate before proceeding to any cleaning.

When a dedicated Contract between Works Contractor and the Construction Site Cleaning Services Contractor is in place, this should be arranged without IO involvement.

7.3.1 Site Management Services

The Site Management (SIM) Section on the ITER Site is responsible for providing IO with additional services. It concerns all the operation, maintenance and logistic services required for running of the site comprising office areas and construction site. The services include:

- Operation and maintenance of the site utility networks
- Operation and maintenance of the site buildings
- Operation and maintenance of the sewage treatment plant
- Maintenance and upkeep of general infrastructures and green areas
- Waste collection and treatment management
- Cleaning of buildings in operation
- Multi-services
- General project management: sequencing, planning and coordination.

These Site Management services will continue to run and throughout the operational phases of the ITER nuclear site. The Contractor will, in his monthly report, make regular assessment and report to IO CRO to minimise overlapping activities in its contract with the SIM contract services.

8 List of deliverables and due dates

#	Title	First Issue	Update Frequency	Minimum Content	Comments
[1]	Personnel training records	30 days after contract signature. Before starting Operations	As necessary		
[2]	Contractor Cleaning Procedure	30 days after contract signature. Before starting Operations	As necessary		
[3]	Ticket management procedure	30 days after contract signature. Before starting Operations	As necessary		
[4]	Quality Plan including Quality Control system	30 days after contract signature. Before starting Operations	As necessary		
[5]	Monthly Construction Site Cleaning Services Contract Report	First month of Operations	Monthly basis	<ul style="list-style-type: none"> - Activity report (resources (number of people present on site), hours of cleaning spent per areas with associated evidences) - Full list of areas under Contractor's responsibility showing building / level full surface and surface cleaned by Contractor and comments describing the type of cleaning - Cleaning evidences (pictures, cleaning follow-up sheets including name/signature of cleaner and time/date) - Report on Companies not respecting ITER housekeeping rules (with evidences) - Issues and associated action plan for resolution - Service and Key Performance Indicators status - Resource plan for next month - Financial contract status (Details supporting current monthly invoice and overview of the financial status of the contract: Actuals Spent, Estimated to Complete, Budget plan, Variations) 	Invoicing approval subject to this report approval
[6]	PPSPS	30 days after contract signature. Before starting Operations	As necessary		
[7]	Environmental Protection Plan (PRE)	30 days after contract signature. Before starting Operations	As necessary		
[8]	Documentation Release Schedule	30 days after contract signature. Before starting Operations	As necessary		

#	Title	First Issue	Update Frequency	Minimum Content	Comments
[9]	Monthly Environmental Report	First month of Operations	10 th day of each month	Information for the previous month: <ul style="list-style-type: none"> - Number of worked hours on the site; - Electricity consumption; - Raw water consumption; - Potable water consumption; - Fuel consumption; - Quantities of waste generated, distinguishing between hazardous waste, non-hazardous waste, inert waste, concrete laitance and the overall percentage of recycled waste; - Number of observation sheets and non-conformity reports opened. 	

9 Acceptance Criteria

The performance of the Contractor shall be monitored through periodic contract follow-up meetings. The performance shall be expressed in Key Performance Indicators (KPIs), which shall be reported by the Contractor on a monthly basis (deliverable [5]). Technical Control in the sense of article 2.5.3 of the INB Order shall be performed by the Contractor [15].

9.1 KPI 1: Health and Safety (10%)

Working hours from the contractor staff, number of accidents and lost working days shall be reported. Objective is set to 0 accident and 0 lost working days. Any accident or working day lost will set to 0 KPI 1 on an annual basis. Otherwise, KPI 1 is 100% (maximum value).

9.2 KPI 2: Percentage of accepted deliverables (10%)

All deliverables provided by the Contractor are subject to validation.

KPI 2 consists of calculating (for each activity) the percentage of non-accepted deliverables at first issue.

For each activity, the Contractor shall provide to IO summary table showing:

- Number of deliverables produced (NbL),
- Number of deliverables approved at first issue (Nb),

KPI 2 is calculated according to the following formula: $KPI\ 2 = Nb / NbL * 100$

KPI 2 maximum value is 100%.

9.3 KPI 3: Percentage of activities with met deadlines (30%)

KPI 3 consists of calculating the percentage of tasks whose deadline or periodicity was not met. Ultimately, cleanliness activities shall not delay any planned construction activities.

The Contractor shall permanently update a summary table:

- Total number of requested or scheduled tasks (NbT),
- The number of tasks completed within deadlines (NbTC).

KPI 3 is calculated per activity according to the following formula: $KPI\ 3 = NbTC / NbT * 100$.

KPI 3 maximum value is 100%.

9.4 KPI 4: Efficiency of cleaning services (50%)

KPI 4 consists of calculating the efficiency of cleaning services.

At least 1 surveillance per month will be organized to assess cleaning activities efficiency (Result = R in %, maximum 100%).

Average of minimum 12 monthly results (R1 to R12) will be used for KPI 4.

2 types of areas are considered:

- Inside areas

- Outside areas

Level of priorities depending on areas will be given (from 1 to 3).

Possible key points evaluated:

#	Key point evaluated	Inside area	Outside area
1	No bulky waste found (without being reported to IO)	X	X
2	No soiled area found without being marked up	X	X
3	Concrete areas: no visible dust	X	X
4	Painted area: no dust on cloth	X	
5	Waste on the floor/ground < 1 in the area	X	X
6	Stains on the floor <1 in the area	X	
7	Waste on the walls or fencing < 1	X	X
8	Stains on the walls or fencing <1 in the area	X	X
9	Trashes not overflowing, well-marked and maintained	X	X
10	Ashtrays not overflowing		X
11	Periodic cleaning record cards properly filled-in	X	X
12	Gutters without mud or waste		X
13	Cleaning consumables available	X	X

Number of findings will impact the result of Result R as follow:

Priority	Type of area	Maximum number of findings before impact on R	Impact on R	Duration authorized to recover the situation
1	Inside areas: Building 11, 14, 74, 13, 17	0	- 1%	24 hours
2	Inside areas : Other buildings	3	- 1%	48 hours
3	Outside areas	4	- 1%	3 days

Example: during one surveillance, 5 findings were made in Priority 1 area, 7 findings were made on Priority 2 area and 3 findings in Priority 3 area.

$$R = 100\% - 5 \times 1\% - 4 \times 1\% - 0 \times 1\% = 91\%$$

KPI 4 maximum value is 100%.

Recovery of situation is considered as Re-work. Hence, recovery of situation following findings during surveillance shall be at the Contractor own expenses and report indicating correction evidences provided separately.

9.5 Overall performance KPI

Overall Performance KPI is calculated with the following formula:

Overall Performance KPI = 0.1 x KPI 1 + 0.1 x KPI 2 + 0.3 x KPI 3 + 0.5 x KPI 4

10 Specific requirements and conditions

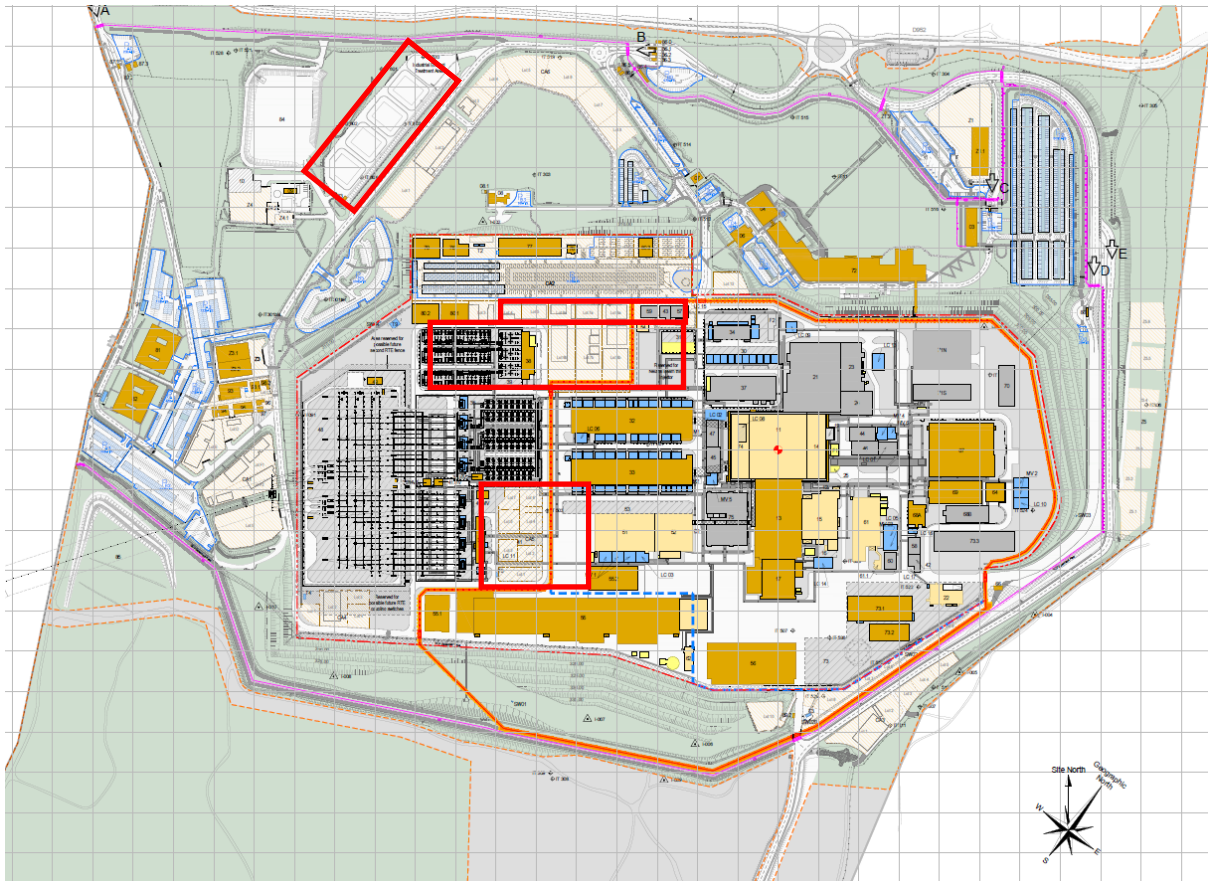
10.1 Employer Facilities

10.1.1 General description of ITER work site

The ITER site is located in the municipality of Saint-Paul-Lez-Durance (13) on the outskirts of Vinon-sur-Verdon, south of departmental road 952, just next to the CEA at Cadarache.

The site encloses about 100 hectares of fenced land and is divided into several parts, whose perimeter and access may change:

- The Headquarters building (Building 72), in the north-east part of the site houses around 1000 people
- The Construction site is made of one single “closed and independent” worksite, split into different areas managed by different “area responsible entities” such as ITER Organisation, Fusion For Energy (F4E), Réseau de Transport d’Energie (RTE), etc.



Site Map

Most of the Construction works will take place within the red line boundary.

10.1.2 Main entrances and opening hours

For access to the ITER Facility there are 4 main Entrances A, B, C & D (see figure below). The Contractor will use the following entrances for main points of access. Opening hours are detailed in <https://user.iter.org/default.aspx?uid=WRWQRG>.

Entrance A

The Contractor will not use Entrance A.

Entrance B

Access for all personnel will be through Entrance B, daily use for access to parking and Contractor compound. All Contractors use this entrance as daily Entrance and Exit. This Entrance will be used for all vehicles for site establishment by the Contractor.

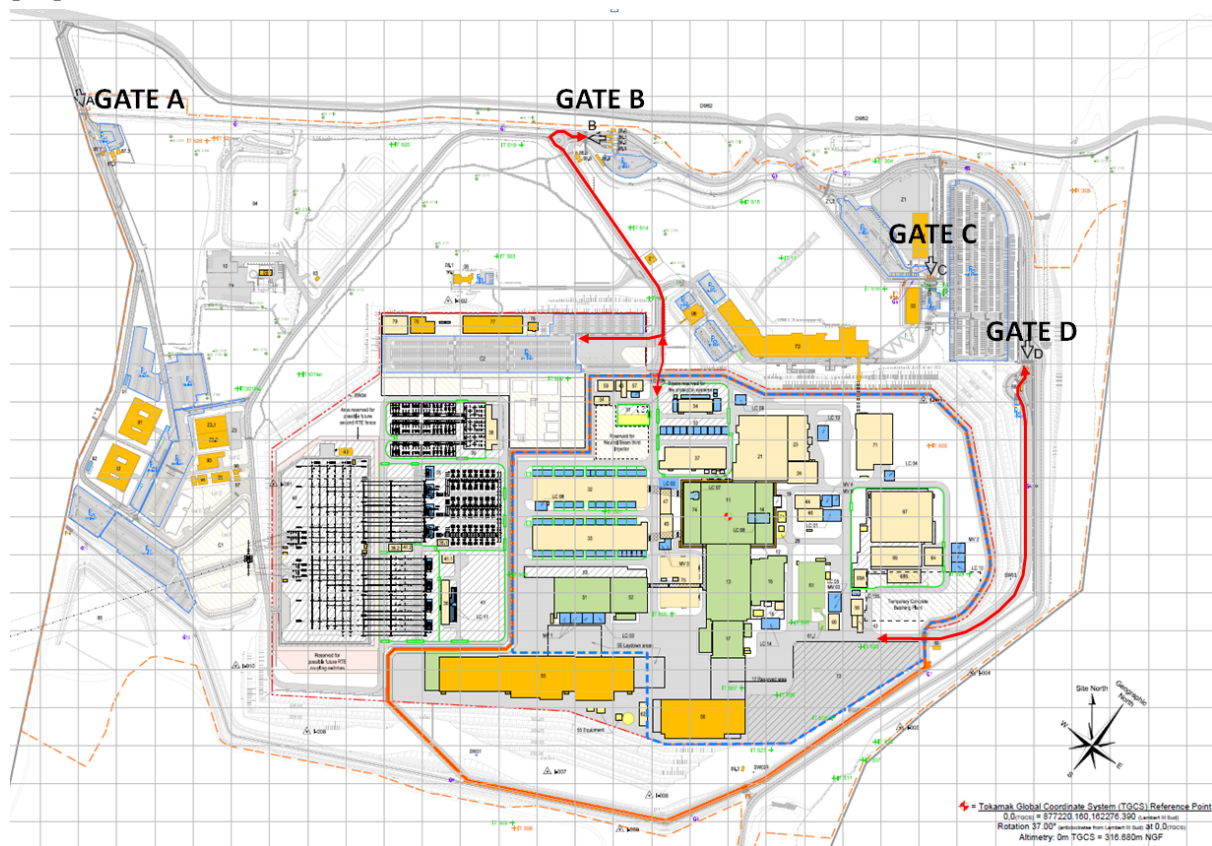
Entrance C

The Contractor will not use Entrance C.

Entrance D

The Contractor shall use Entrance D for all Heavy Vehicles, Equipment and Deliveries. The Contractor personnel shall not use this access as an Entrance or Exit.

For full details on authorised access to the site and work outside of normal working days and hours, registration of personnel and vehicles, collection of badges etc., please refer to [2] and [36].



10.2 Occupational health and safety

10.2.1 General principles

The ITER Site safety coordination is following Site Plan for Internal Regulations [5]. In all areas of the site, the Internal Regulations [6] apply.

10.2.1.1 Areas of office buildings

The areas under operation are separated from the areas of the worksite by fencing and have specific access requirements.

The Contractor safety management procedure [7] applies to these areas.

A prevention plan will be established jointly between the Contractor and the ITER Organization, listing the safety risks and the risk mitigation measures.

10.2.1.2 Areas of construction site

On the areas of the ITER Site where construction activities are being carried out, safety coordination is ensured by a Safety and Health Protection Coordinator. Prior to the start of the services, and for each additional or modified service, the Contractor shall prepare a specific plan of safety and health protection (PPSPS), using the ITER template (in both French and English). The PPSPS shall be based on the general safety coordination plan of safety and health protection (PGC SPS) Volume 1 [8].

Decree no 94-1159 of December 26th 1994 applies. Please refer to Health Protection and Safety General Coordination Plan [34].

The Contractor shall attend meetings of the inter-company committee in charge of safety, health and working conditions (CISSCT) as necessary.

10.2.2 Work permits

Prior to the start of any works on the ITER Site, a Permit to Work (PTW) must be obtained in accordance with the Overarching PTW procedure [3] and Permit to Work Procedure [4].

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10.2.3 Forest fire risk

Smoking is prohibited on the ITER Site, except in designated smoking areas.

10.2.4 Chemical products

In the case the services involve the use of chemical products, the Contractor shall comply with the Chemical product management procedure [10] and fill in a chemical product acceptance form.

10.2.5 Cleaning and waste disposal

It is the Contractor's responsibility to ensure that the facilities allocated to the Contractor are kept clean and clear of rubbish. The Contractor shall be responsible for cleaning, repairing and restoring facilities which it dirtied or damaged to their original condition, and shall remove their debris and rubbish to authorised rubbish tips.

10.2.6 Cleaning prevention

As part of an increased need of cleanliness on Construction site, it is expected that the Contractor put in place a Cleanliness Preservation policy, such as stakeholders' counselling and sensitization to cleanliness, reporting of not acceptable cleanliness behaviours, advising to preventively maintain cleanliness of construction site, pointing-out activities that have a negative impact on cleanliness and proposing improvement plans... Contractor shall also ensure cleanliness means are always available to support construction site operations. In general, it is expected strong pro-activity from Contractor on the cleanliness aspect, and that Contractors brings its expertise and recommends improvement when identified.

10.3 Environmental protection

The Contractor shall comply with environmental protection requirements and procedures applicable on the ITER Site in particular:

- Environmental Management Plan [11];
- Environmental requirements [12].

In the execution of the contract, the contractor shall consider environment protection and waste management as a Protection Important Activity (PIA), whether or not the contract is related to Protection Important Components (PIC).

An Environmental Respect Plan (Plan de respect de l'Environnement (PRE)) shall be provided by the Contractor 2 weeks prior to the start of the services, using the Environmental Respect Plan english template [24].

The Contractor shall submit a monthly environmental report at the latest on the 10th day of each month.

For each product used, the Contractor shall provide a Material Safety Data Sheet (MSDS) specifying the characteristics, the product composition and any use and storage recommendation in compliance with the environmental requirements of the site. All products shall be registered in the IO Chemical Product Database (<https://user.iter.org/?uid=UHCX7J>) [22] in accordance with Chemical product management procedure [10].

All the waste collected shall be managed by the Contractor and provided at defined locations to the contractor in charge of Construction waste collection (General Services Contract).

11 Work Monitoring / Meeting Schedule

11.1 Monitoring

The performance of the Contractor shall be monitored through periodic contract follow-up meetings. The performance shall be expressed in Key Performance Indicators (KPIs), which shall be reported by the Contractor on a weekly and monthly basis (See Acceptance Criteria Section).

11.2 Meetings

11.2.1 Meetings attendance

During the execution of the Contract, the Contractor shall attend meetings as instructed by IO/CMA (for instance regular coordination meeting, monthly Performance Contract meeting). The Contractor shall liaise with IO representative to decide which meetings it needs to attend. The Contractors' representative(s) shall have the appropriate level of responsibility and expertise for the purpose of the meeting. A non-exhaustive list of meetings is provided below.

11.2.2 Contract kick-off meeting

After signature of the contract, a contract kick-off meeting is organised by the ITER Organization in the ITER premises. At the meeting the Contract shall present its implementation plan for the ramp-up phase.

The minutes of the meeting shall be drafted by the Contractor.

11.2.3 Weekly follow-up meetings

Weekly meetings shall be held between the parties to discuss any topic related to the activities. The minutes of the meeting shall be drafted by the Contractor in the form of an action list and issued for approval to the ITER Organization no later than 2 working days following the meeting.

11.2.4 Monthly progress meetings

Monthly progress meetings shall be held between the parties before the 10th day of the following month, aiming to follow-up the performance of the Contractor and discuss any technical or contractual issues that have arisen during the past month.

The Contractor shall present the content of the corresponding monthly report.

The minutes of the meeting shall be drafted by the Contractor and issued for approval to the ITER Organization no later than 15 working days following the meeting.

11.2.5 Steering committee meetings

A steering committee meeting is scheduled yearly during which the Contractor presents its annual activity report.

The minutes of the meeting shall be drafted by the Contractor and issued for approval to the ITER Organization no later than 15 working days following the meeting.

11.2.6 Weekly construction coordination meetings

While performing activities on the ITER Construction Site, the Contractor may attend the weekly Site Construction Coordination Office meetings, in charge of the operational coordination of the works on the ITER Construction Site.

11.2.7 Safety meetings

The Contractor shall attend all meetings organised by the ITER HSE officers/coordinators considered necessary for Health, Safety or Environmental issues, including common inspection meetings, CISSCT meetings etc.

11.2.8 On site cleanliness reviews or surveillances

The Contractor shall participate to onsite cleanliness reviews or surveillances when organized.

11.3 Reporting

11.3.1 Document Release Schedule

At the start of the contract, a list of planned document deliverables shall be established between the ITER Organization and the Contractor. For this purpose, at the latest 2 weeks after the signature of the contract, the Contractor shall submit a draft list of deliverables and their planned issue date.

11.3.2 Document and data exchange

All deliverables shall be transmitted through the ITER Document Exchange Area in IDM, as detailed in the In-Cash Procurement Technical and Management Documentation Exchange and Storage Procedure [18].

11.3.3 Document format

All deliverables shall be provided in both PDF format and in the original format. PDF documents shall have text recognition and include bookmarks.

All deliverables shall be provided in English, unless stated otherwise in this document. For documents to be provided in French, an executive summary in English shall be included. Written text must be well-written and grammatically correct.

11.3.4 Document review and approval

The Contractor shall allow for a review period by the ITER Organization of 15 working days. The review period shall start after the upload and the Contractor's signature of the document in IDM.

In case the ITER Organization disapproves the document or requests a revision, the Contractor shall update and resubmit the deliverable within 10 working days, taking into account the comments issued by the ITER Organization.

11.3.5 Archiving

The Contractor shall maintain on the Site a paper archive of all documents necessary for the operation and maintenance of the facilities under his scope.

The Contractor shall ensure that the archive is permanently kept up to date with the latest approved versions and shall be able to retrieve any document instantly in case of an audit or inspection.

12 Delivery time breakdown

Cleaning activities are expected to be provided in accordance with the provisional schedule in Appendix B.

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 [31].

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 [32]).

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 [33].

14 Safety requirements

ITER is a Nuclear Facility identified in France by the number-INB-174 (“Installation Nucléaire de Base”) [13].

The Contractor shall comply with all the requirements expressed in the Provisions for Implementation of the Generic Safety Requirements by the External Intervenors [15] which defines generic safety requirements to be implemented by all external intervenors of the ITER project in order to satisfy the requirements of the French regulation applicable to nuclear facilities.

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) [14].
- 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 [14].

The ITER Policy on Safety, Security and Environmental Protection Management [16], presenting the strategical objectives of the ITER Organization for protecting the interests mentioned under Article L593-1 of the French Environmental Code, must be circulated, known, understood and applied by all staff of the Contractor and cascaded down in the managerial lines of the Contractor and his sub-contractors.

Appendix A. Provisional indicative frequencies of cleaning operations

Appendix B. Provisional schedule buildings cleaning operations