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| **TECHNICAL TERMS AND CONDITIONS (TTC)**  **Dynamic purchasing system relating to the provision of advice and services**  **Procedure conducted by an order grouping**  **with ARTE GEIE**  **FTV reference: AC221-178** |

**Article 1 Presentation of the contracting authorities**

**1.1 France Télévisions**

France Télévisions is the leading French broadcasting company comprising five national television stations – France 2, France 3, France 4, France 5 and franceinfo –, plus France 3’s 24 regional channels, 9 overseas television stations and the same number of overseas radio stations, the “*1ères*”, and a complete offering of associated digital services.

France Télévisions was formed in 2000 and is the main provider of television services in France with one third of the national audience, despite operating in an increasingly competitive environment, particularly following the arrival of new DTT channels and the development of video platforms.

Since 2010, France Télévisions has embarked on its transformation by placing the digital revolution at the heart of its strategy. As a leading digital media company, the group pays attention to the usage habits of its various audiences. This demanding strategy is augmented by the creation of content and services with high added value.

In particular, the services offered by the Digital Department of France Télévisions include:

* A video platform, France.tv, available on all media, which aims to be an audience crossroads where both free content (replays and excerpts) and live content (from our TV channels and other events not broadcast on air) can be found.
* Websites and mobiles: the france.tv video platform news sites (franceinfo, francetv sport, *france3 Régions* & *Portail des Outre-Mer La 1ère*), lumni, okoo, francetv & you, etc.
* Mobile and tablet applications: france.tv, okoo, lumni, franceinfo, *La 1ère*, etc.
* TV applications: Apple TV & Android TV.
* The group’s initiatives on social media: several Facebook pages (channel pages, programme pages, etc.), Twitter, Dailymotion and YouTube accounts, etc.
* Offers available on set-top boxes.
* Audio content: digital streams of the *La 1ère* radio stations, and podcasts (replays of *La 1ère* radio shows and native podcasts published by the entire France Télévisions Group).

Some statistics on France Télévisions’ digital audiences:

- 591 million monthly page views across all media and products, including 380 million on the web and mobile web (monthly average from September to December 2020 – source: AT Internet)

- 29 million unique visitors across all digital media and offerings (November 2020 – source: Global Internet Médiamétrie NetRatings).

The primary objective of the Technologies and Information Systems Department (TISD) is to support and guide the strategic project of France Télévisions’ from a technological perspective. There are three main aspects to its activities:

* The broadcasting and distribution of our channels;
* The design and implementation of the company’s new technological tools;
* Support and maintenance for those tools.

The challenge for the TISD is to pursue and develop the technological transformation programme focusing on four main areas, to satisfy the needs of Information, Programmes, Production, Support Departments and all employees. These services are provided to each of France Télévisions’ businesses, and aim to support and develop the Group’s activities.

In the first place, **the modernisation of the Information System (IS) aims to improve performance** while providing everyone with all the information and tools that they need.

Secondly, to provide new services to **employees and to enrich offers with artificial intelligence and Data**, madepossible through a technological strategy that best enriches our content and our corporate activities. **Innovation** must then enable us to satisfy new operational needs, gain in productivity and free up usage through new technologies. Finally, we **will deepen our collaborations and multiply our partnerships**, particularly within the framework of the “Public Broadcasting Technologies” group and the European Broadcasting Union (EBU), in a spirit of public service, synergy and technological excellence.

**1.2 ARTE GEIE**

ARTE GEIE is a European cultural channel based in Strasbourg, which broadcasts its programmes 24 hours a day, on all vectors, in France, Germany and Europe, at least in the French and German languages.

**Article 2 The purpose of the DPS and of the specific contracts**

The purpose of this tender procedure is to establish a Dynamic Purchasing System (DPS) in order to conclude specific contracts relating to the provision of advice and services to the members of the Grouping (FRANCE TELEVISIONS and ARTE GEIE).

**Article 3 Order grouping**

3.1 Members of the order grouping

This procedure is being conducted in the context of an order grouping referred to as the “Grouping” consisting of two contracting authorities from the French public broadcasting sector, namely FRANCE TELEVISIONS and ARTE GEIE.

France Télévisions is the coordinator of the Grouping.

3.2 Division of roles between the coordinator and the members

France Télévisions is the procurement and administrative implementation coordinator of the Dynamic Purchasing System. On the other hand, each member will be responsible for the procurement, performance and direction of each specific contract in its area and for operational and day-to-day management, and invoicing will take place directly between the contract holder and the members of the Grouping concerned based on their purchase orders and actual consumption, as the case may be.

**Article 4 The operation of the DPS and of the specific contracts**

A dynamic purchasing system is an entirely electronic process for the placing of public procurement contracts for commonly used purchases, whereby the purchaser, after a competitive tender procedure, awards one or more specific contracts to one of the economic operators previously selected and listed within the system.

Throughout its period of validity, the system is open to any economic operator that satisfies the selection criteria. The criteria for access to the DPS are defined in these tender regulations.

All candidates satisfying the selection criteria are admitted to the system and their number is not limited.

Thus, when **FRANCE TELEVISIONS or ARTE GEIE** require the provision of advice and services, they will call on the panel in the category concerned, issuing precise specifications of the need by means of the launch of a specific contract.

For each specific need/contract, **FRANCE TELEVISIONS or ARTE GEIE** will ask all the candidates admitted to the category concerned to submit a bid.

**We suggest that you read the Tender Regulations to find out all the terms and conditions governing the submission and assessment of bids under the DPS.**

**Article 5 The form of specific contracts and division into lots**

The specific contracts concluded in the context of this DPS may be single or multi-contractor contracts and may be at fixed prices, at unit prices or a combination of the two.

In the event that part of a specific contract involves purchase orders, it will have neither a minimum nor a maximum, unless stated to the contrary, as the case may be, in the contractual documents of the contract concerned.

The tender procedure letter for each specific contract will specify the form of the contract and, if applicable, its division into lots.

**Article 6 Expected services**

The services the subject of the specific contracts are subdivided into 15 distinct categories:

* **Category 1**: Web development and integration services
* **Category 2**: Engineering services for Information Systems, Cloud and web infrastructures
* **Category 3**: iOS and Android mobile development services
* **Category 4**: Technical expertise in web development, web performance and infrastructure
* **Category 5**: Agile coaching and Scrum mastering services
* **Category 6**: Technical project management services
* **Category 7**: Application development services for the TV universe (including Smart TV, iPTV and HbbTV)
* **Category 8**: Product management and product ops services
* **Category 9**: Functional project management and project management assistance services
* **Category 10**: Product design and design ops services
* **Category 11**: Artistic and graphic design services – artwork
* **Category 12**: Content editing services on video platforms
* **Category 13**: Technological expertise in broadcast and video streaming systems
* **Category 14**: Functional and technical support services for users and quality assurance
* **Category 15**: Information Systems security services
* **Category 16:** Technical and organisational Cybersecurity services

**It is specified that ARTE GEIE is grouped on categories 1 to 12 and 14.**

**For all categories combined:**

The contracting authority will specify the way in which the service will be organised for each specific contract (location, presence on site or not, passive/active on-call duties during evenings and weekends, etc.).

It is specified that some or all of the following general knowledge must be mastered:

- the general architecture of a client-server or distributed information system;

- the security of IT systems;

- the regulations on the protection of personal data;

- the concept of public procurement rules;

- project management methodologies;

- Agile methods.

In addition, all services require editorial skills (drafting of documentation) and relational skills (working in teams and with representatives from the business departments).

**Category 1: Web development and integration services**

**This category will be operational for France Télévisions within the Technologies and Information Systems Department (TISD) of France Télévisions with effect from 1 April 2022 upon the expiry of the Information Services Infrastructure (ISI) DPS referenced DAHP\_AC219-026, which currently covers this need.**

It is specified that some or all of the following general knowledge must be mastered:

* + Web framework, HTML5, CSS3, JavaScript, Libraries and tools for developing web applications (W3C standards, accessibility standards)
  + SQL (MySQL), NoSQL (MongoDB, Redis, etc.)
  + Use of version management tools (Git)
  + Linux environment and basic commands
  + API (REST, JSON, exchange formats, etc.)
  + Continuous integration (TDD, unit tests, functional tests, metrics, market tools)
  + Performance (Slow Queries, cache management, Varnish, Memcached)
  + Languages or technologies such as Python, RUST, .Net, PowerBuilder, C#, Delphi, C++, Streamserve/Opentext, Essbase ASO, XCode, Urban Airship, MDM Intune
  + Solutions or platforms such as BIRT, Pléiade e5, Hyperion Planning, Webmethods, HP ALM, Meta 4 PeopleNet, EasyVista and/or ITSM tools, Planon, Sap, BI, ERP Oracle Cloud, etc.

Methodological knowledge:

* + Development of web applications
  + Agile (Scrum, Kanban)
  + Automation, unit testing, functional testing
  + Fluency in technical English

**In the context of this category, the technical guidelines may also be updated and evolve in line with market standards.**

* **PHP development service**

This is a PHP development service for the various platforms of the France Télévisions Group and ARTE GEIE. This service includes the management of anomalies and site evolutions.

In addition to the basic knowledge, the following specific expertise is required to carry out this service:

* + Mastery of PHP: object development, mastery of the MVC model and Design Patterns
* **PHP/Symfony development service**

This is a PHP/Symfony development service for the various platforms of the France Télévisions Group and ARTE GEIE. This service includes the management of anomalies and site evolutions.

In addition to the basic knowledge, the following specific expertise is required to carry out this service:

* + Mastery of PHP: object development, mastery of the MVC model and Design Patterns
  + Mastery of Symfony
* **Drupal Development Service**

This is a development, integration and anomaly management service for the various sites and applications of the France Télévisions Group and ARTE GEIE. This service also includes the management of web services that serve various third-party applications (tablets, mobiles, connected TV).

In addition to the basic knowledge, the following specific expertise is required to carry out this service:

* + Mastery of Drupal (version 8 and above), module development, knowledge of the main contribution modules

* **JavaScript development service**

This is a JavaScript development service for the various sites and applications of the France Télévisions Group and ARTE GEIE.

In addition to the basic knowledge, the following specific expertise is required to carry out this service:

* + Expertise in native web and mobile web JavaScript, front and back
  + Knowledge of Framework, libraries and development tools (Angular, React, Node, Gulp, Webpack, etc.)
  + Awareness of web performance
* **Technical Leadership service**

This is a technical leadership service (Lead dev/tech lead) in a development stack required for the contract (e.g. LAMP, MEAN, etc.)

In addition to the basic knowledge, the tasks will be as follows:

* Facilitation of the development team
* Guarantee of build capacity, performance
* Guarantee of code quality
* Interfacing with services external to the project (other technical and functional teams)
* **Web integration service**

This is an HTML5/CSS3 integration service (management of anomalies/site evolutions) for the various digital platforms of the France Télévisions Group and ARTE GEIE.

In addition to the basic knowledge, the following specific expertise is required to carry out this service:

* + Proficiency in HTML5, CSS3, JavaScript
  + Knowledge of graphics software (Photoshop, Illustrator, Sketch, Zeplin, etc.)
  + Responsive/Adaptive Design experience
* **Ruby/ROR development service**

This is a Ruby/ROR development service where the tasks to be carried out will be as follows:

* To complete developments of the management interfaces and API of the web infrastructures in collaboration with the infrastructure team;
* To complete developments of the industrialisation of infrastructures (in Ruby/ROR);
* To contribute to front and back developments, in the context of an agile methodology, to ensure quality and performance.

In addition to the basic knowledge, the following specific expertise is required to carry out this service:

* + Mastery of Ruby
  + Mastery of Ruby On Rails (version 5 and above)
  + References in front technologies (HTML5, CSS3, JS, JQuery, responsive design and mobile sites, Bootstrap, etc.)
  + Knowledge of web architectures (software and hardware) on high-traffic sites.
  + Knowledge of puppet module development.
  + Knowledge of versioning (Git) and industrialisation tools (Jenkins, etc.)
  + Knowledge of agility
  + Ability to investigate and solve technical problems
  + Ability to work in a team (developers, operators, technology experts, etc.) and with product managers and users
  + Ability to respond to emergencies based on current events
  + Knowledge of project management and ticketing tools (JIRA, Confluence etc.)
* **Information System (IS) Development Services**

These are all the development services on the various technologies.

To carry out these services, depending on the needs, specific expertise in one or more of the following technologies will be required:

* PowerBuilder versions 8 to 12.6
* Sybase and SQL-Sybase v15
* C++, C# (.NET), vb.net, .NET WCF and SOAP, REST .NET web services
* HTML5, JQuery, JSON web technologies, etc.
* SOA architecture and web services
* WebMethods 9 platform
* SAP BI4 platform (universe, reports, dashboard, explorer, etc.)
* OTIC Designer (V7 to V10 and V16)
* Visual Basic V6, Delphi 5 and 7
* Oracle and PL/SQL (versions 9i, 10g, 11g and 12c)
* Sybase and SQL-Sybase (v15 and v16)
* Ingres OpenROAD
* OpenText/Basis and associated language
* OpenText StreamServe (PageOut and StoryTeller), use of XML/XSD Data Source
* BIRT (Report Designer, Report Engine and Charting Engine) and use of various data sources (text, XML, DBMS, etc.)
* WINDEV and SQL Server
* GitLab
* etc.

**Category 2: Engineering services for Information Systems, Cloud and web infrastructures**

**This category will be operational for France Télévisions within the Technologies and Information Systems Department (TISD) of France Télévisions with effect from 1 April 2022 upon the expiry of the Information Services Infrastructure (ISI) DPS referenced DAHP\_AC219-026, which currently covers this need.**

* **Operational engineering services**

These are services relating to operational engineering work on some or all of the sites and applications of the France Télévisions Group and ARTE GEIE.

Daily operations will be carried out in conjunction with the host. Various tasks will have to be carried out in terms of:

* Alarm escalation
* Diagnostics
* Incident analysis and resolution
* Incident Response Management
* Documentation
* Conduct of post-mortems
* Maintenance in operational condition
* Contribution to production releases
* Proposal and implementation of platform developments
* On-call services

To carry out these services, the following technical expertise is required:

* + Strong skills in WEB technologies: Apache, PHP-FPM, MySQL, Nginx, MongoDB, Redis, Node.js, network protocols
  + Mastery of supervision, monitoring: Zabbix or Nagios or New Relic or AppDynamics
  + Mastery of LINUX environments, knowledge of Debian and Red Hat distributions
  + Knowledge of the architectures of the main CMS and Frameworks on the market (DRUPAL, Symfony, WordPress, etc.
  + Mastery of the application lifecycle, version management solutions, deployment procedures
  + Knowledge of traffic management and load balancing tools: Varnish, HAProxy, A10 or F5
  + Knowledge of CDN-type network architectures
  + Knowledge of industrialisation tools: Capistrano, Puppet, Chef
  + Good knowledge of cloud computing: Amazon Web Services, Google Cloud Platform, Kubernetes, etc.
  + Development knowledge: Bash, Git, Ruby, ability to read PHP
  + Fluency in technical English

In the context of these services, the technical guidelines may also be updated and evolve in line with market standards.

* **Information Systems Infrastructures engineering service**

Depending on the scope of the services, one or more of the following areas of general knowledge is required:

* LAN/WAN/MAN network architectures
* Windows Server environments (Windows Server, 2008R2, 2012, 2016, etc.)
* Red Hat, CentOS, and Solaris Unix Linux environments and the tools associated with these environments (LVM, SDS, EXT, ZFS, zone)
* Active Directory (2008 R2 and 2012), services (DNS/DHCP/PKI), Quest software administration tools
* Network security (firewalls/VPNs, intrusion detection probes, etc.)
* Hyper-V 2012 and 2016 virtualisation environments, VMware ESX/vCenter, View, and Citrix XenApp and NetScaler technologies
* Cluster concepts (MSCS, RHEL HA, SUN Cluster)
* SharePoint 2013, Exchange 2010 and Skype
* NAS and SAN mass storage technologies (Fibre Channel, zoning, switch and director)
* Backup technologies (NetBackup and Backup Exec) and deduplication (StoreOnce HPE)
* Converged and hyperconverged environments and related technologies
* System security tools (antivirus, antispam, ATP, sandboxing, filtering, SIEM)

**Category 3: iOS and Android mobile development services**

**This category will be operational for France Télévisions within the Technologies and Information Systems Department (TISD) of France Télévisions with effect from 1 April 2022 upon the expiry of the Information Services Infrastructure (ISI) DPS referenced DAHP\_AC219-026, which currently covers this need.**

This category includes mobile development services concerning the following technologies: iOS, Android, etc.

In the context of these services, the technical guidelines may also be updated and evolve in line with market standards.

* **iOS development service**

This service involves the development, testing, version management and maintenance of the various applications for mobiles and tablets.

To carry out this service, the following technical expertise is required:

* + Mastery of Swift, knowledge of Objective C
  + Experience of developing native iOS apps
  + Integration of external SDKs and use of APIs
  + Loading strategy, persistence, and cache management
  + Guidelines (UX, UI)
  + Cocoa Pods, Carthage
  + Practice of unit testing and continuous integration
* **Android development service**

This service involves the development, version management and maintenance of the various applications for mobiles and tablets.

To carry out this service, the following technical expertise is required:

* + Mastery of Java and Kotlin for Android
  + Experience of developing native Android apps
  + Integration of external SDKs and use of APIs
  + Loading strategy, persistence, and cache management
  + Guidelines (UX, UI)
  + Gradle, Android Studio
  + Practice of unit testing and continuous integration

**Category 4: Technical expertise in web development, web performance and infrastructure**

**This category will be operational for France Télévisions within the Technologies and Information Systems Department (TISD) of France Télévisions with effect from 1 April 2022 upon the expiry of the Information Services Infrastructure (ISI) DPS referenced DAHP\_AC219-026, which currently covers this need.**

These are services required in the context of technological infrastructure projects. These services require web development, web performance and infrastructure expertise.

In the context of these services, the technical guidelines may also be updated and evolve in line with market standards.

* **Architectural service**

The purpose of these services is to define the architecture, following the guidelines of France Télévisions and of the Technology Department of ARTE GEIE and taking into account business constraints, performance needs and usability.

To carry out this service, the following technical expertise is required:

* To define, implement and maintain the technical architecture of information systems
* To contribute to the validation of new solutions (analysing impact and consistency with the existing architecture)
* To manage the technological reference system and standards
* To recommend technical development choices and monitor technologies
* To communicate with the teams of the departments concerned concerning the technical architecture
* Expertise in a development stack required for the market (e.g. LAMP, MEAN, native mobile, etc.)
* Expertise in IS modelling and urbanisation
* Expertise in cross-disciplinary facilitation with technical teams (guilds, etc.)
* Mastery of security prerequisites (e.g. OWASP)
* Mastery of high-traffic architectures (cache, scalability, specific architecture pattern, etc.)
* Mastery of IaaS, PaaS, SaaS architectures
* Practice of agile methods.

* **Provision of technical expertise in native web and mobile development**

These are services to support development teams in the methods and use of specific frameworks.

To carry out this service, the following technical expertise is required:

* Expertise in a development Framework or language required for the contract (e.g. Symfony, JavaScript, React, Angular, Express, Silex, Drupal, PHP, Swift, Java, Kotlin, etc.)
* Expertise in the software development patterns of the Framework or development language
* Expertise in cross-disciplinary facilitation with technical teams (guilds, etc.)
* Expertise in security guidelines (e.g. OWASP)
* Mastery of high-traffic architectures (cache, scalability, specific architecture pattern, etc.)
* Practice of agile methods
* Project and team support
* Mastery of the DevOps methodology

* **Provision of technical expertise in web and mobile performance**

These are services providing expertise in web and mobile performance front and back.

To carry out this service, the following technical expertise is required:

* Expertise in a development framework or language required for the contract (e.g. Symfony, JavaScript, React, Angular, Express, Silex, Drupal, PHP, Swift, Java, Kotlin, etc.)
* Expertise in audit methods and tools
* Ability to integrate the web and mobile performance approach into teams
* Mastery of high-traffic architectures (cache, scalability, specific architecture pattern, etc.)
* Practice of agile methods
* **Provision of technical expertise in infrastructure**

Depending on the scope of the services below, one or more of the following areas of general knowledge is required:

* Expertise in WEB technologies: Apache, PHP, PHP-FPM, MySQL, Nginx, MongoDB, Redis, Node.js, network protocols
* Expertise in high-traffic architectures (cache, scalability, specific architecture pattern, etc.)
* Expertise in LINUX environments, knowledge of Debian and RedHat, Red Hat, CentOS and Solaris Unix distributions and the tools associated with these environments (LVM, SDS, EXT, ZFS, zone)
* Expertise in supervision, monitoring: Zabbix or Nagios or New Relic or AppDynamics
* Good knowledge of the architectures of the main CMS and Frameworks on the market (DRUPAL, Symfony, WordPress, etc.)
* Mastery of traffic management and load balancing tools: Varnish, HAProxy, A10 or F5
* Mastery of CDN-type network architectures
* Mastery of industrialisation tools: Capistrano, Puppet, Chef
* Good knowledge of Cloud computing: Amazon Web Services, Google Cloud Platform, Kubernetes, etc.
* Development proficiency: Bash, Git, ability to understand PHP code, JavaScript, Ruby
* Mastery of the application lifecycle, version management solutions, deployment procedures
* Good knowledge of BGP and AS management
* LAN/WAN/MAN network architectures
* Windows Server environments (Windows Server, 2008R2, 2012, 2016, etc.)
* Active Directory (2008 R2 and 2012), services (DNS/DHCP/PKI), Quest Software administration tools
* Network security (firewalls/VPNs, intrusion detection probes, etc.)
* HyperV 2012 and 2016 virtualization environments, VMware ESX/vCenter, View, and Citrix XenApp and NetScaler technologies
* Cluster concepts (MSCS, RHEL HA, SUN Cluster)
* SharePoint 2013, Exchange 2010 and Skype
* NAS and SAN mass storage technologies (Fibre Channel, zoning, switch and director)
* Backup technologies (NetBackup and Backup Exec) and deduplication (HPE StoreOnce)
* Converged and hyperconverged environments and related technologies
* System security tools (antivirus, antispam, ATP, sandboxing, filtering, SIEM)
* Expertise in scheduling (VTOM) and backup (NetBackup)
* Expertise in CMDB management tool (iTop)
* Expertise in supervision tools (Centreon)
* Expertise in infrastructure and work environment security
* Database expertise
* Application integration expertise that covers several needs for expertise needs for information system or broadcast system technological infrastructure projects
* Practice of agile methods and DevOps culture
* Fluency in technical English
* **Provision of technical expertise in test quality and automation**

These are expertise and support services to improve software quality and set up continuous integration and test automation platforms. This service does not include the systematic writing of tests.

To carry out this service, the following technical expertise is required:

* Expertise in testing methodology
* Expertise in the automation of tests that can be industrialised in the build process (Behat, FitNesse, Selenium, Cypress, etc.)
* Knowledge of a framework or development language required for the contract (e.g. Symfony, JavaScript, React, Angular, Express, Silex, Drupal, PHP, Swift, Java, Kotlin, etc.)
* Ability to integrate the testing and quality approach into the teams
* Practice of agile methods
* **Provision of expertise in ticketing and documentation management tools**

These are expertise and support services on our ticketing and document management platforms (such as Atlassian Jira/Confluence).

To carry out this service, the following technical expertise is required:

* Expertise in ticketing and document management tools (Jira/Confluence type)
* Mastery of rights management systems and users of the solution
* Mastery of the main plugins
* Ability to support projects and users in optimising the use of the solution, according to their profiles (product owner, developer, Scrum master, etc.)
* Ability to support teams in the creation of projects/workflows/screens/tables/dashboards, according to the characteristics of the projects

**Category 5: Agile coaching and Scrum mastering services**

These are services necessary in the context of supporting different projects whether they are in agile mode or not. Expertise in agile coaching and expertise in Scrum mastering.

In the context of these services, the technical guidelines may also be updated and evolve in line with market standards.

* **Agile coaching**

These are support services in the implementation and practice of agile methods in project mode.

To carry out these services, the following expertise is required:

* Mastery of decision-making, convergence of ideas, creativity and brainstorming facilitation methods
* Mastery of Scrum and other methods related to Agile or Lean (Lean Startup, Kanban, Scrumban, Extreme Programming, etc.)
* Mastery of KPIs to monitor the progress of the coaching project and the agile transformation of the teams or the organisation
* Ability to listen, facilitate, train and resolve conflicts
* Ability to motivate and communicate good practices
* Strong problem-solving skills and structural thinking
* References in coaching, support and agile transformation in multi-team environments
* Expertise in facilitation and group facilitation
* **Scrum Mastering**

These are Scrum mastering services as defined in the Scrum manifesto [(http://agilemanifesto.org/iso/fr/).](http://agilemanifesto.org/iso/fr/)

To carry out this service, the following expertise is required:

* Mastery of Scrum
* Professional Scrum mastering references on web/mobile products and agile projects
* Organisation of steering committees, project committees, meetings, workshops, agile rituals
* Ease of presentation, negotiation and communication
* Mastery of conflict resolution
* Mastery of agile project management tools (Jira, Confluence, etc.)
* Facilitation and coordination of exchanges with technical, functional and editorial staff inside and outside the team (marketing, operations, experts, etc.)

**Category 6: Technical project management services**

**This category will be operational for France Télévisions within the Technologies and Information Systems Department (TISD) of France Télévisions with effect from 1 April 2022 upon the expiry of the Information Services Infrastructure (ISI) DPS referenced DAHP\_AC219-026, which currently covers this need.**

These are services relating to the management of technical projects: the conduct of projects for the production and exploitation of sites and applications. This service includes the management of developments and production on all France Télévisions Group and ARTE GEIE websites and media.

The missions will be as follows:

* Technical framing and management of the stages of production of one or more projects until production launch
* Collaboration in an agile context interacting with teams
* Organisation of delivery and production launch
* Organisation and monitoring of the implementation of developments
* Use of collaborative tools to document the project

In addition to the basic knowledge, the following specific expertise is required to carry out the services in this category:

* Mastery of Agile methodologies
* Knowledge of the technical architecture of high-traffic websites (client/server cache, API)

In the context of these services, the technical guidelines may also be updated and evolve in line with market standards.

* **Information Systems project management service**

This is an information system project management service.

In addition to general knowledge, some or all of the following technical knowledge must be mastered:

* Database management systems such as Oracle, Sybase, PostgreSQL, SQL Server and Ingres
* Languages or technologies such as .NET, Java, PowerBuilder, C#, Delphi, C++, StreamServe/OpenText and Essbase ASO
* Application lifecycle management tool (ALM, Git, QTP, Jira, etc.)
* **Project management services in broadcast systems**

Providing oversight of the project management of broadcast system and video streaming projects based on different technologies: SDI, IP, etc.

In addition to general knowledge, some or all of the technical knowledge in the following areas must be mastered:

* Production
* Post-production (including editing and mixing)
* Acquisition (real-time and file mode), storage, archiving
* Media management
* NRCS (Newsroom Computer System), MAM, PAM
* Interfacing between systems
* Broadcasting (server and automation)
* Transmissions:
  + Satellite
  + Terrestrial networks
  + 3G/4G/5G networks
* **Application maintenance monitoring service**

This is a service to monitor and coordinate of the evolutionary, corrective, regulatory and preventive maintenance of an application system.

**Category 7: Application development services for the TV universe (including Smart TV, iPTV and HbbTV)**

These are services relating to developments on the “Television” medium (Smart TV, HbbTV and iPTV) with the exception of applications developed on the Apple, Android and Amazon environments (for example, Apple TV, Android TV or Fire TV) which rely on the development expertise in category 3 (iOS/Android mobile development service).

Development on TV media requires special expertise because it is based:

* On languages that are sometimes proprietary: for example, Qt QML for Freebox applications
* On particular features of common languages: HTML5/CSS3/JS
* On an appetite for and an in-depth knowledge of the various “customer” environments: Free and Orange environment for IPTV and Samsung/LG/etc. for smart TVs and HbbTVs

In the context of these services, the technical guidelines may also be updated and evolve in line with market standards.

**Category 8: Product management and product ops services**

**This category will be operational for France Télévisions within the Technologies and Information Systems Department (TISD) of France Télévisions with effect from 1 April 2022 upon the expiry of the Information Services Infrastructure (ISI) DPS referenced DAHP\_AC219-026, which currently covers this need.**

* **Product owner services**

**Expected services:**

In collaboration with Product managers:

* Framing of the functional scope, UX, UI
* Definition and monitoring of the roadmap/release plan
* Definition of the product KPIs and their monitoring
* Management of implementation from design to production launch, in accordance with regulatory obligations, procedures, budgets and quality standards
* Coordination of the various projects within the product team with the Product Owners of the other platforms and the design (UX/UI)
* Follow-up of various matters relating to the different stakeholders: publishers, marketing, partnership, etc.
* Participation in user research in collaboration with the design team to identify users’ needs and complaints

**Tasks and deliverables:**

* Implementation and follow-up of product backlog(s)
* Drafting of detailed functional specifications
* Writing functional tests
* End-to-end acceptance between the CMS, the front and the other components of the France Télévisions and ARTE GEIE video ecosystem
* Definition of the acceptance plan
* Participation in the design (design, ergonomics, UX)
* Participation in agile ceremonies with the various teams involved in the project (internal and external)
* Participation in the selection of suitable solutions with the technical team
* Delivery of the project and guarantee of its conformity
* In collaboration with the design and technical teams: guarantee a quality user experience, organise the prioritisation and monitoring of developments on a daily basis, coordination of the resources allocated to the project and guarantee of compliance with the schedule and quality standards
* Definition of product/feature launch arrangements with editorial and marketing teams

**Required expertise:**

* Ability to define a product strategy and bring a product vision to the teams
* Knowledge of the role of the PO in a Product-centric environment
* Ability to manage and follow a roadmap: estimation, subdivision, prioritisation, reporting
* Ability to define and track product KPIs
* Ability to communicate educationally on the progress of the project
* Mastery of the methodologies and tools relating to Product Discovery (user research, user testing, A/B testing, etc.)
* Mastery of project management and ticketing tools (Jira, Confluence, physical boards)
* Mastery of writing functional specifications in the form of user stories
* Mastery of data-informed logic
* Knowledge of analytical tools
* End-to-end acceptance and functional testing
* Ability to define product/feature launch arrangements with editorial and marketing teams
* **Product management services**

**Expected services:**

In collaboration with the Head of Product:

* Definition of the product strategy
* Modelling of Product analytics
* Implementation of the Product Discovery strategy with the Design team
* Participation in Product Discovery with the Design teams (user interviews, guerrilla testing, user tests, etc.)
* Creation and management of the product roadmap (division of the backlog, estimation, subdivision, prioritisation)
* Lead and delivery management with the Product team
* Operational follow-up of the Product Owners team
* Setting up of analytical dashboards
* Management of communication with internal and external stakeholders
* Delivery of the project and guarantee of its conformity

**Required expertise:**

* Product management expertise
* Product Discovery expertise
* User experience expertise
* Mastery of project management and ticketing tools (Jira, Confluence, physical boards)
* Mastery of data-informed logic and analytical tools
* Mastery of application ecosystems
* Mastery of technical basics (Architecture and API)
* **Product Ops services**

**Expected services:**

* Methodological support for the product and design teams, particularly in the areas of atomic research and product discovery
* Shared governance (with Design Ops) of the tool used for Product Design activities
* Identification, prioritisation and participation in the evolutions to be made to the tool in collaboration with Design Ops
* Continuous improvement of the teams’ Agile methodologies, rituals and delivery processes
* Optimisation of the value delivered by the teams (value/complexity point ratio)
* Improvement of the teams’ ability to iterate faster and more efficiently when developing new features
* Contribution to more frequent and faster delivery from the production teams
* More efficient integration of user feedback and data in the continuous development of functionalities
* Strengthening the teams’ adaptive capacities

**Required expertise:**

* Methodological expertise, particularly in terms of product, design and delivery
* Expertise in supporting several teams on a daily basis
* Ability to communicate educationally
* Ability to work independently
* Adaptability

**Category 9: Functional project management and project management assistance services**

**This category will be operational for France Télévisions within the Technologies and Information Systems Department (TISD) of France Télévisions with effect from 1 April 2022 upon the expiry of the Information Services Infrastructure (ISI) DPS referenced DAHP\_AC219-026, which currently covers this need.**

These are services relating to the functional management of projects and events, and assistance with project management.

* **Functional project management:**

**Expected services:**

* Coordination of the various internal and external entities contributing to the project/event according to pre-defined objectives
* Pooling and documentation of information, knowledge and best practice
* Organisation of distribution within the ecosystem, particularly for services relating to events (sport, culture, information, etc.)
* Production of deliverables: expression of need, editorial specifications, graphic visuals, acceptance, planning and retroplanning documents, reports, etc.
* Production of succinct and concise presentations for certain events or projects
* Editorial, technological and benchmark monitoring

**Required expertise:**

* Expertise in multimedia functional project management in the media field
* Experience in project management involving the coordination of several stakeholders and in problem solving
* Expertise in social networks
* Experience in digital media
* Mastery of the formalisation and production activities necessary for the control and coordination of an event’s digital management
* Web technologies: mobile ergonomics, HTML5, Web App, responsive design
* Knowledge of Agile methodologies
* Knowledge of digital product development
* Web marketing
* **Project management assistance**

These are services to assist with project management and sponsorship management activities in the context of Data information system, AI and Broadcast system projects. The business departments concerned are, among others, finance, HR, writing, Communication, Production and channels, the broadcasting and exchange centre and channel resources.

For these services, in addition to knowledge of the functional business area, the following general knowledge is required:

* Project management methodologies
* Acceptance and approval methodologies
* Management of incidents and requests
* Management of service levels
* Analysis of the effectiveness of processes and organisations
* Performance analysis and management (dashboard)
* Support and assistance for changes
* Training
* Management of documentation
* **Project Management Officer services**

This is a Project Management Officer (PMO) service to provide support for Project Management.

**Category 10: Product design and design ops services**

**This category will be operational for France Télévisions with effect from 6 August 2022, upon the expiry of the framework agreement reference OJEU no. 2018/S 088-197856 “Design and graphics services for FTV”, which currently covers this need.**

* **UI design service:**

**Expected services:**

* Collaboration with the offer’s POs/PMs to perfectly understand the challenges and objectives of the offer
* Design and deployment of models consistent with the identity of the brand
* Design of the UI and power supply components/monitoring of the design system of the product
* Contribution to/participation in the implementation of a cross-product design system
* Contribution to/participation in the various workshops organised by the UX designer
* Work in close collaboration with the other designers (UX and UI) to ensure a smooth and consistent brand experience
* Transmission of assets to developers
* Participation in team rituals
* Participation in the Design Guild (synchronisation with other UX/UI, sharing of best practice, etc.)

**Required expertise:**

* Strong awareness of monitoring/mastery of competitive benchmarks and markets
* Excellent command of UI modelling tools and method (in particular Figma)
* Strong ability to present and justify projects to stakeholders
* Previous work experience in an Agile environment/familiarity with the Scrum methodology
* Mastery of mobile App environments and IOS and Android constraints
* Good knowledge of the web environment and responsive constraints
* Mastery of the design system concept and atomic design method
* Ability to prototype, test and iterate on models
* Knowledge of media universes is a plus
* **UX design service:**

**Expected services:**

* Collaboration with the offer’s POs/PMs to perfectly understand the challenges and objectives of the offer
* User research (interviews, observations, tests, data analytics) to identify user behaviours, needs and expectations
* To centralise and maintain learning (quali & quanti) in the atomic research tool
* Framing and organisation of co-creation workshops (ideation, design reviews, etc.) with the various stakeholders
* Creation of routes and screens to formalise the user experience
* Documentation/update of the project’s UX deliverables (Benchmark, user journey, wireframes, etc.)
* Work in close collaboration with other designers to design relevant, consistent and seamless user journeys and experiences
* Strong ability to adapt methods according to the needs and constraints of the product
* Participation in the rituals of the product and design teams
* Participation in the Design Guild (synchronisation with other UX/UI, sharing of best practice, etc.)

**Required expertise:**

* Strong awareness of monitoring/mastery of competitive benchmarks and markets
* Excellent mastery of user-centric design methods
* Excellent mastery of workshop organisation/facilitation methods
* Mastery of design tools and prototyping of web and mobile interfaces: Sketch, Figma, etc.
* Previous work experience in an Agile environment, familiarity with the Scrum methodology
* Mastery of mobile App environments and IOS and Android constraints
* Good knowledge of the web environment and responsive constraints
* Excellent presentation and communication skills
* Ability to translate/express complex ideas in a simple way suitable for a “non-design” audience
* Knowledge of media universes is a plus
* Knowledge of accessibility regulations
* Awareness of the conduct of products driven by Objectives and Key Results would be a plus
* Awareness of the atomic research method is a plus

* **UX writing service**

**Expected services**

* Work in close collaboration with UX to understand who the users are and what their problems, expectations and needs are
* Definition of tone of voice guidelines for the product (in line with the brand’s TOV)
* (Re)write the micro-copy on the product in order to:
  + Optimize understanding of the offer and user engagement
  + Assert the brand identity/ensure its durability over time
  + Support users by preventing errors, friction and frustrations
* Work in close collaboration with UI designers and the Design System lead in the implementation of the micro-copy
* Documentation in the Design System
* Advancing the design team in UX writing
* Work in close collaboration with the Product, the Brand, as well as the writing and editorial teams or the CRM

**Required expertise:**

* Strong awareness of monitoring
* Excellent command of competitive benchmarks and markets
* Mastery of user-centric design tools and methods

* Experience in organising/facilitating workshops
* Previous work experience in an Agile environment, familiarity with the Scrum methodology
* Knowledge of media universes is a plus
* Awareness of the conduct of products driven by Objectives and Key Results is a plus
* Awareness of the atomic research method is a plus
* **UX research service**

**Expected services:**

* In close collaboration with the designers and the product, identification of the needs for studies
* In close collaboration with the studies, definition of the appropriate research methodologies
* Framing, setting up and organisation of studies
* In collaboration with the product’s UX, generation and communication of insights to inform the product strategy
* Centralisation and maintenance of learning (quali & quanti) in the atomic research tool
* Optimisation of research processes, practices and tools
* Increase the skills of product designers

**Required expertise:**

* Excellent command of the different UX research methodologies
* Strong ability to adapt the type of research to product objectives or constraints
* Excellent presentation and communication skills
* Knowledge of media universes is a plus
* Mastery of the atomic research method is a plus
* Experience of working in an Agile environment, familiarity with the Scrum methodology
* **Ops design service**

**Expected services:**

* Analysis of the design activity (processes, rituals, documentation, etc.) in the different offers
* Implementation/optimisation/standardisation of processes and rituals within the design team
* Optimisation/standardisation of Design/Product collaboration processes
* Optimisation/standardisation of design documentation processes and tools
* Streamlined interactions with stakeholders
* Organisation and management of the Design guild
* Acculturation of stakeholders to good design practices
* Development of Designers’ agility
* Framing and organisation of workshops
* Optimisation of onboarding of newcomers
* Working in collaboration with Product Ops

**Required expertise:**

* Solid experience in the product design professions (former UX or Product designer)
* Mastery of user-centric design tools and methods
* Experience in organising/facilitating workshops
* Experience of working in an Agile environment, familiarity with the Scrum methodology
* Good knowledge of design system principles and their implementation within an organisation
* Experience in running a design studio would be a plus
* Excellent multi-project organisational and management skills
* Strong presentation and communication skills
* Ability to translate/express complex ideas in a simple way suitable for a “non-design” audience

**Category 11: Artistic and graphic design services – artwork**

**This category will be operational for France Télévisions with effect from 6 August 2022, upon the expiry of the framework agreement reference OJEU no. 2018/S 088-197856 “Design and graphics services for FTV”, which currently covers this need.**

**Expected services:**

* Creation of TV programme visuals (shows, series, etc.)/Film posters/Covers
* Creation of pictograms and/or illustrations
* Animation of visuals (simple motion design)
* Cutting, retouching and calibrating all assets according to the formats defined upstream
* Clipping of personifications (characters representing programmes (Host(s), main character(s))
* Assembly and compilation of all assets
* Creation of identities for events, collections etc. for transversal uses
* Optimisation of visuals according to discussions with the various requesting teams
* Organisation of the return of assets (one-off and composite) according to a common nomenclature defined in a common sharing area

**Required expertise:**

* Expertise in graphical execution
* Artistic awareness and proactiveness
* Mastery of capture and graphic processing tools
* Mastery of scripting and the management of processing volume

**Category 12: Content editing services on video platforms**

The purpose of these services is the ordering and cutting of programmes for video platforms.

**Expected services:**

* Daily cutting and publication on the dedicated content offering via a dedicated soundtrack
* Daily entry in the various soundtracks of the information necessary for the proper publication of the content
* Verification of the publication of the videos ordered
* Rights monitoring
* Supervision of the proper provision of the midroll on replay offers

**Required expertise:**

* Editorial references in the media and digital sector
* References in publication of a digital offer and driver management
* Practice of a content management system (CMS) and iconographic databases
* Practice of a cutting tool and distribution of video content from a channel stream
* Interactions with multiple digital services and channels

**Category 13: Technological expertise in broadcast and video streaming systems**

**This category will be operational for France Télévisions within the Technologies and Information Systems Department (TISD) of France Télévisions with effect from 1 April 2022 upon the expiry of the Information Services Infrastructure (ISI) DPS referenced DAHP\_AC219-026, which currently covers this need.**

All the services in this category cover expertise that applies to broadcast equipment or systems.

* **Provision of expertise in SMPTE 2110 standard technologies**

Mastery of SMPTE 2110 standards and of the systems that use the corresponding equipment.

* **Provision of video expertise**

Mastery of equipment and systems such as mixers, grids, mosaics, broadcast automations, glue, monitoring, character generators, graphic palettes, MPEG codecs, transcoders, video servers, synchronisation signal generators, streaming systems, origin server, streaming protocol (HLS/DASH) and video measurement tools.

* **Provision of audio expertise**

Mastery of audio standards, as well as the main equipment and systems such as audio consoles, order matrices, audio codecs over IP, loudness processing, field mixers, HF audio resources and audio mixing stations.

* **Provision of computer graphics expertise**

Mastery of the main items of equipment and systems such as character generators, logo and clock generators/inlays, graphic palettes, virtual studios, dynamic graphics solutions and Avid-Adobe-Apple NLE software.

* **Provision of transmission/exchange expertise**

Mastery of the main items of equipment and systems such as satellite technologies and its equipment (encoder, modulator, amplifier and KU and KA antennas), IP technologies and equipment (encoder, IP decoder, network equipment), 3G/4G/5G technologies and equipment (transmitter, receiver), software for controlling transmission or exchange equipment (VideoIpath, Aspera, DataMiner).

**Category 14: Functional and technical support services for users and quality assurance**

**This category will be operational for France Télévisions within the Technologies and Information Systems Department (TISD) of France Télévisions with effect from 1 April 2022 upon the expiry of the Information Services Infrastructure (ISI) DPS referenced DAHP\_AC219-026, which currently covers this need.**

The services in this category concern level 1 or 2 technical and functional automation support services.

All the services in this category require an ability to control stress and be reactive to incidents. Considerable listening ability and an ability to communicate with a large number of contacts are essential.

The types of services expected are:

* **User solutions administrator service**

Some or all of the following technical knowledge must be mastered:

* Mastery of the Windows Seven and Windows 10 workstation environment
* Mastery of remote distribution and inventory concepts
* Knowledge of Active Directory
* Mastery of Microsoft file sharing concepts
* Knowledge of Windows Server environment basics and concepts (Windows 2008, Windows 2012 and Windows 2016)
* Knowledge of virtualised environment basics and concepts (Citrix, XenApp and VMWare)
* Mastery of Cloud file sharing concepts and solutions
* Knowledge of the MAC environment
* Knowledge of office software, applications and hardware
* Knowledge of ITIL principles and processes

The ability to perform the following activities is required:

* Provision of support to local and hotline teams on user and workstation environments
* The processing and follow-up of escalated requests
* The resolution and follow-up of escalated incidents
* Deployment of client workstation package releases, monitoring of deployments and processing of failures
* Conduct of acceptance of workstation environments (masters)
* Conduct of functional administration (remote distribution and inventory tools, shared spaces, virtual client workstations and printing solutions)
* Escalate and monitor major and critical application and infrastructure incidents
* Conduct of specific installations (non-standard workstations, off-catalogue applications and software)
* Performance of equipment inventory and analysis queries
* Production of activity reports

**user solutions manager services**

The following general knowledge is required:

* Knowledge of the Windows Seven and Windows 10 desktop environment
* Very good writing skills (operating procedures, procedures, instructions, user communications)
* Mastery of the operation of a Service Desk (Hotline + Local Support)
* Mastery of the operation of request and incident management tools
* Knowledge of office software, applications and hardware
* Knowledge of remote inventory and distribution concepts
* Knowledge of Active Directory
* Knowledge of Microsoft file sharing concepts
* Knowledge of equipment management tools
* Knowledge of ITIL principles and processes
* **Provision of technical support for broadcast or IS Process solutions**

The following general knowledge is required:

- Very good writing skills (operating procedures, procedures, instructions, user communications)

- Mastery of the operation of a Service Desk (Hotline + Local Support)

- Mastery of the operation of request and incident management tools

- Knowledge of broadcast systems or Audiovisual IS

The ability to perform the following activities is required:

- Diagnosis and description of technical incidents and anomalies

- Provision of technical assistance

- Responding to calls from users with problems using their hardware or software

- Performance of first-level troubleshooting of problem systems

- Escalation of complex technical incidents to the departments or suppliers concerned

- Analysis of service requests

- Communication with users and management (orally and in writing)

- Validation, monitoring and follow-up of service requests in accordance with France Télévisions rules

- Identification of specific files to be communicated to the management for decision

- Auditing the classification of files

- Drafting of documentation (procedures, instructions, operating procedures, individualised communications, expression of needs)

- Production of activity and inventory reports

- Updating of the reference framework used to process of requests

- Conduct of acceptances in the context of changes to the configuration of the request and incident management tool

- Drafting of expressions of need for changes in the configuration of the request and incident management tool

- Installation, configuration and deployment of hardware or software components

* **Software testing and quality assurance services**

The ability to perform the following activities is required:

- Participation in the testing and quality strategy on these environments in collaboration with the quality team already in place

- Definition and improvement of our datasets/test environments

- Conduct of functionality acceptance tests in the agile environment

- Acceptance of user stories

- Scripted tests based on acceptance criteria

- Exploratory tests to detect bugs and technical and functional errors

- Non-regression tests

- Risk analysis and follow-up of a checklist before production launches and application releases

- Collaboration with POs to prioritise bugs and gauge product quality

- Management & reporting of test activities related to our Video Information System

- Production of documents to help monitor the quality of products: acceptance manuals, reporting, presentations, benchmarks, monitoring of comments on stores

- Consideration and implementation of automated functional tests (process, writing and implementation)

- Participation in the team’s agile rituals (daily meeting, etc.)

- Participation in the follow-up of user feedback

- Analysis and classification of user feedback (e-mails, comments on stores, studies, etc.)

- Responses to users in accordance with the strategy and guidelines defined by the product team

**Required expertise:**

- Testing and quality expertise using the agile method

- Mastery of the different types of tests

- Knowledge of software development cycles

- Knowledge of Gherkin or similar syntax

- Technical web (js, CSS, debug tools, etc.) and applications knowledge (Android Studio, etc.)

- Use of proxies (Wireshark, Fiddler, Charles Proxy, etc.)

- Accessibility expertise

**Expertise appreciated:**

- Knowledge of test automation processes

- Use of automation software (Selenium or similar)

- Knowledge of performance issues

- Bonus: Git, GitLab, concepts in application development languages (Swift, Kotlin, etc.)

**Category 15: Information Systems security services**

**This category will be operational for France Télévisions within the Technologies and Information Systems Department (TISD) of France Télévisions with effect from 1 April 2022 upon the expiry of the Information Services Infrastructure (ISI) DPS referenced DAHP\_AC219-026, which currently covers this need.**

The services in this category concern the implementation of technical and organisational measures to ensure the security of France Télévisions’ computer systems. More specifically, the purpose of these services is to carry out studies/policies, deliver solutions and carry out the necessary controls to secure the information systems of France Télévisions.

The expected services are:

* Cybersecurity governance services: define and implement organisational security arrangements
* Security services for Cloud environments
* Technical security engineering service: define and implement technical security devices
* IT activity continuity service
* Incident detection service (detection engineering and SOC analyst).

For each of the services in this category, the following general knowledge is required:

* Knowledge of cybersecurity issues and threats
* Mastery of the environments’ systems: Unix/Windows servers, Windows/Mac workstations, standard applications and business applications
* Good knowledge of networks, protocols and associated security (firewalls/VPNs, intrusion detection probes, etc.)
* Good knowledge of Cloud and Virtualisation infrastructures;
* Mastery of Cybersecurity standards (ISO 2700x)
* Knowledge of project management methodologies
* Knowledge of the legal framework associated with Cybersecurity (GDPR in particular)

In addition, all services in this category require editorial skills (document drafting) and interpersonal skills (working as part of a team and with representatives of business lines).

* **Cybersecurity governance services**

To carry out this service, in addition to general knowledge, the ability to carry out the following activities is required:

* Development of security policies and standards in accordance with the general security policy
* The conduct of risk analyses in accordance with the ISO 27005 standard
* The provision of security support for projects (functional requirements)
* The monitoring of security department projects
* Definition and implementation of the Cybersecurity awareness/communication/training plan
* Definition and updating of indicators and dashboards
* The provision of security with third parties (in particular, suppliers/service providers)
* Coordination of organisational audits/assessments
* Collaborate on the SOC detection strategy.
* **Security services for Cloud environments**

To carry out this service to secure Cloud environments (AWS, Azure, GCP, Office 365, etc.), in addition to general knowledge, the ability to master the following elements and activities is required:

* Knowledge of security governance models in Cloud environments
* Definition and implementation of the security requirements of the different platforms
* Definition and documentation of the target architectures to be implemented
* Definition and implementation of security solutions
* Audit of the compliance of Cloud environments
* Management of remediation plans
* Collaborate on the SOC detection strategy.
* **Technical security engineering service**

To carry out this service, in addition to general knowledge, the ability to carry out the following activities is required:

* Definition and validation of security architectures
* Identification of vulnerabilities and implementation of the associated remediation plans
* Management of remediation action plans
* Coordination of technical audits/assessments
* Management of cybersecurity projects and technical studies
* Collaborate on the SOC detection strategy;
* Define, implement and maintain the various SOC tools.
* **IT activity continuity service and crisis management**

This service is the IT counterpart of the company’s BCP. In addition to general knowledge, the ability to carry out the following activities is required:

* Drafting and updating of documents for the continuity plan or IT activity recovery plan (crisis management plan and triggering of the IT continuity plan, ISI fallback plan, reconstruction plan and return to normal, etc.) or the Cybersecurity crisis management plan
* Monitoring the progress of ISI projects relating to the IT continuity plan (emergency computer room for example) or crisis management;
* Contributing to the testing and validation of the commissioning of these projects.
* **Security incident detection service (detection engineering and SOC analyst)**

To perform this service, in addition to general knowledge, the ability to carry out the following activities is required:

* Manage the detection strategy throughout its life cycle with the various stakeholders (business lines, security governance, SOC teams, etc.);
* Perform the operations required for detection (identification of the perimeter, collection of logs...);
* Define and maintain detection rules for the different tools;
* Handle security alerts and incidents (qualification / incident response, etc.).

**Category 16: Technical and organisational Cybersecurity audit services**

**This category will be operational for France Télévisions within the Technologies and Information Systems Department (TISD) of France Télévisions with effect from 1 April 2022 upon the expiry of the Information Services Infrastructure (ISI) DPS referenced DAHP\_AC219-026, which currently covers this need.**

The services in this category concern the performance of audits to ensure the security of the computer systems used by France Télévisions. More specifically, the purpose of these services is to carry out the assessments and monitoring necessary to secure the information systems and processes of France Télévisions.

The expected services are:

* Provision of technical Cybersecurity audits;
* Provision of organisational Cybersecurity audits.

For each of the services in this category, the following general knowledge is required:

* Knowledge of Cybersecurity issues and threats;
* Mastery of environment systems: Unix/Windows servers, Windows/Mac workstations, standard applications and line-of-business applications;
* Good knowledge of networks, protocols and associated security (firewalls/VPNs, intrusion detection probes, etc.);
* Good knowledge of Cloud and Virtualisation infrastructures;
* Mastery of Cybersecurity standards (ISO 2700x);
* Knowledge of project management methodologies;
* Knowledge of intrusion methodologies and techniques (NIST / OWASP);
* Knowledge of the legal framework associated with Cybersecurity (GDPR in particular).

In addition, all services in this category require editorial skills (document drafting) and interpersonal skills (working as part of a team and with representatives of business lines).

* **Provision of technical cybersecurity audits**

To perform this service, in addition to general knowledge, the ability to carry out the following activities is required:

* Perform black / grey / white box penetration tests;
* Perform "Red Team" audits;
* Perform security audits / review of equipment & systems settings.
* **Provision of organisational Cybersecurity audits**

To perform this service, in addition to general knowledge, the ability to carry out the following activities is required:

* Perform audits of outsourced services (SAAS);
* Perform organisational security audits of service providers / suppliers;
* Perform process or organisational security audits;
* Perform application security audits;
* Perform compliance audits (with regard to the security policy / security assurance plan / regulations / ...).

**The lists presented above for each category are non-exhaustive, non-restrictive and non-binding. In any event, the needs will be completed and specified in each specific contract. The contractual documents will also mention** **the deliverables expected for each service as well as the levels of expertise and performance locations.**

The services may be performed during non-working hours both on weekdays and on weekends and public holidays.

**Article 7. Expected levels of expertise**

The expected levels of expertise for the services are the 3 levels defined below:

* **Junior:** less than 3 years of significant experience in the type of expertise required
* **Experienced**: 3 to 5 years of significant experience in the type of expertise required
* **Senior:** more than 6 years of significant experience in the type of expertise required

The levels and types of expertise expected will be specified in the STTC (Special Technical Terms and Conditions) of each specific contract.

**Article 8. Performance locations**

The services the subject of the specific contracts may be carried out at all France Télévisions sites located in metropolitan France, and at all ARTE GEIE sites located in metropolitan France.

**Article 9. Use of the French language**

The performance of each specific contract requires the French language to be used at all times as the main language in dealing with stakeholders (in documents, at meetings, in telephone calls and e-mails).

The individuals in charge of performance of the services must be fluent in French (and any other language specified according to the tender documentation for the specific contract concerned) in the France Télévisions and ARTE GEIE context and environment.

The Contract Holder must draft all documents in French and provide an editable version.

**Article 10. Monitoring of work and activity report**

The Contract Holder’s contractor must provide details of its monthly activity in the tool used by France Télévisions and ARTE GEIE to monitor the activity, and must observe the deadlines for the entry of this information.

The contractor’s activity report produced by the Contract Holder using this tool will be used as a certificate for acceptance of the sums to be paid.