REQUEST FOR PROPOSAL

To: ALL BIDDERS  
CTBTO Ref. No.: 2021-0098/RAHMAN
(PLEASE QUOTE ON ALL COMMUNICATIONS)

Tel. No.: +43 (1) 26030-6350
E-mail: procurement@ctbto.org

Date: 24 Aug 21

Subject: Provision of e-Learning Content Re-build from Articulate Storyline to Articulate Rise and Learning Management System (LMS) Upgrade and Customisation

Deadline for Submission: 23 Sep 21  
Vienna Local Time: 17:00

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (hereinafter referred to as the 'Commission') hereby invites you to submit a proposal that meets the requirements of the attached documents.

You are kindly requested to complete and return the acknowledgement form by fax or email as soon as possible.

If you have any questions you should contact the email address indicated above.

Yours Sincerely,

___________________________
Courtney Linley
Chief, Procurement Section
# ACKNOWLEDGEMENT FORM

<table>
<thead>
<tr>
<th>Solicitation No:</th>
<th>2021-0098</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title:</strong></td>
<td>Provision of e-Learning Content Re-build from Articulate Storyline to Articulate Rise and Learning Management System (LMS) Upgrade and Customisation</td>
</tr>
<tr>
<td>Closing Date:</td>
<td>23 Sep 21</td>
</tr>
<tr>
<td>Vienna Local Time:</td>
<td>17:00</td>
</tr>
</tbody>
</table>

**Procurement Staff:** Fazal Rahman  
**CTBTO Req. No.:** 0010018266

Please complete 'A' or 'B' or 'C' and Return

**WITHIN FIVE (5) DAYS**

THE PREPARATORY COMMISSION FOR THE COMPREHENSIVE NUCLEAR-TEST-BAN TREATY ORGANIZATION (CTBTO)

by email to procurement@ctbto.org

---

**A: We shall submit our proposal**

<table>
<thead>
<tr>
<th>By:</th>
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<tbody>
<tr>
<td>Contact Name:</td>
</tr>
<tr>
<td>(date)</td>
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<tr>
<td>Email/Tel:</td>
</tr>
</tbody>
</table>

**B: We may submit and will advise**

<table>
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<th>By:</th>
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<tr>
<td>Contact Name:</td>
</tr>
<tr>
<td>(date)</td>
</tr>
<tr>
<td>Email/Tel:</td>
</tr>
</tbody>
</table>

**C: We will not submit a proposal for the following reason(s)**

- our current workload does not permit us to take on additional work at this time;
- we do not have the required expertise for this specific project;
- insufficient time to prepare a proper submission;
- other (please specify) ___________________________

<table>
<thead>
<tr>
<th>Company Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Name:</td>
</tr>
<tr>
<td>Email/Tel:</td>
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</table>
INSTRUCTIONS FOR PREPARATION AND SUBMISSION OF PROPOSALS

1. General

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (the Commission) with its headquarters in Vienna is the International Organization mandated to establish the global verification system foreseen under the Comprehensive Nuclear-Test-Ban Treaty (CTBT), which is the Treaty banning any nuclear weapon test explosion or any other nuclear explosions. The Treaty provides for a global verification regime, including a network of 321 stations worldwide, a communication system, an International Data Centre and on-site inspections to monitor compliance with the Treaty.

This Request for Proposal (RFP) is for the provision of services and supply and delivery of equipment as described in the Terms of Reference.

The Proposal shall meet all requirements stated in the Terms of Reference. For this project, the Commission is seeking capabilities, which will ensure that the tasks are accomplished expeditiously and at a reasonable cost.

2. Documents included in this RFP

This RFP consists of the following documents:

(a) Letter of Invitation
(b) These Instructions for Preparation and Submission of Proposals and their attachments:
   Attachment A - Mandatory Table of Contents and Format
   Attachment B – Table 1 - Technical Evaluation Matrix
   Attachment C - Table 2 – Sample Requirements
   Attachment D - eLearning Module Sample - Storyline output
   Supplier Instructions for Submitting Sealed Bids Electronically
(c) List of CTBTO Member States
(d) Statement of Confirmation
(e) Vendor Profile Form
(f) The Commission’s Model Contract and its Annexes A – C;
   o The Commission’s General Conditions of Contract (Annex A)
   o Terms of Reference (Annex B)

Note: In the event of award, the Proposal will be incorporated as Annex C to the Contract.

3. Amendment of RFP Documents

At any time prior to the closing date for submission of Proposals, the Commission may, for any reason, modify the RFP documents by amendment. The Commission may consider extending the deadline in order to allow adequate time for considering the modifications in the preparation of the Proposal.

4. Language of the Proposal

The Proposal and all correspondence and documents relating to it shall be in English.
5. **Format and Submission of the Proposal**

The Proposal shall be typed, dated and signed by an official legally authorized to enter into contracts on behalf of your organization. The Proposal shall not contain any interlineation, erasures or overwriting except as necessary to correct errors, in which case such corrections shall be initialled by the authorized person(s) signing the Proposal.

The Proposal shall be submitted electronically according to the attached “PROCEDURE FOR SUBMISSION OF ELECTRONIC BIDS”.

The Proposal shall be received not later than the closing date indicated in the Letter of Invitation.

6. **Request for Clarifications and Contacting the Commission**

The Commission will issue clarifications, if required. Bidders are requested to e-mail any questions pertaining to this RFP as soon as possible after receipt of the solicitation documents, but in any case no later than 7 business days prior to the Closing Date. No requests for clarifications will be entertained after this time. Questions will only be accepted via e-mail and should be sent to:

E-mail: procurement@ctbto.org
Subject: Request for Clarifications re RFP No. 2021-0098

The Commission will make all reasonable efforts to issue the clarifications not later than 5 business days prior to the Closing Date.

Except in case of responding to an RFP clarification, no bidder shall contact the Commission on any matter relating to the Proposal after its submission and until the award of the Contract. Any attempt to influence the Commission in its evaluation of the Proposal or the contract award decision may result in the rejection of the Proposal.

7. **Eligible Goods and Services**

The services and goods (if any) to be rendered under the Contract shall have their origin in the States Signatories of the Comprehensive Nuclear-Test-Ban Treaty (CTBT), the list of which is attached to this RFP. For purposes of this paragraph, "the origin" means the place from where the materials, goods and/or from which the services are supplied.

8. **Type of Contract and Payment**

The Commission intends to conclude a firm fixed price based on the attached Model Contract. The terms and conditions of payment for services are described in Clause 13 of the attached Model Contract.

9. **Preparation of the Proposal**

The Proposal shall contain, but not necessarily be limited to, the information described below.

The Proposal shall be composed of the following separate parts:
I. **Technical Proposal;** and  
II. **Financial Proposal;**

providing, but not limited to, the following information:

**PART I: TECHNICAL PROPOSAL**

Please state the reference number and the date of this RFP in the Proposal and any correspondence relating to it.

**Personnel**  
The Proposal shall state the contact details and address (name, telephone and fax numbers, and e-mail address) of the person/point of contact in your company dealing with this RFP.

**Statement of Confirmation**  
The attached Statement of Confirmation shall be duly signed and submitted together with the Proposal.

**Description of Services**  
An explanation of the bidder’s understanding of the services to be provided and an overall preliminary operational plan for the execution of the services.

The total amount of person-days/work-hours proposed for the project as part of the “turn-key solution” (off-site) and their respective estimated allocation to different work-phases shall be specified clearly in the proposal. In any case it shall be sole responsibility of the Contractor to fulfil and complete the scope of work as specified in these Terms of Reference regardless of the actual number of person-days dedicated to a specific task.

**Specifications**  
The Proposal shall include a detailed description of the items proposed and include relevant technical literature.

The Proposal shall also provide any other relevant issue which the bidder would like to bring to the attention of the Commission whether or not having cost implications. This shall include details of warranties/manufacturer’s guaranties in respect to any Equipment item.

**Commission’s Inputs**  
A description of the expected inputs/resources to be made available by the Commission and at what stage of the services.

**Time Schedule**  
A bar chart indicating the estimation of the duration of the services, including the duration of each task required by the Terms of Reference and key staff to be involved in each task.

**Qualifications**  
Documentary evidence of your qualifications to provide the Services, which shall establish to the Commission’s satisfaction that the bidder has technical capability necessary to perform the Contract and other necessary ongoing services as required.
**Personnel**  
Curriculum vitae of key staff proposed for this contract, including technical experience to perform the Work.

**Sub-Contractors**  
Names, legal status, address and qualifications of subcontractor(s), if any, and the scope of the subcontracted services. The Proposal shall provide a statement that your organization shall be fully responsible for the performance of sub-contractors. All sub-contractors shall be legally established in one of the CTBTO Member States.

**Model Contract**  
A statement that the bidder has carefully reviewed the Model Contract and its Annexes and is in agreement with all its terms and conditions.

**Delivery Schedule**  
The delivery schedule and the period of the services are specified in the Commission’s Terms of Reference (Annex B to the Contract).

**PART II: FINANCIAL PROPOSAL**

In the financial Proposal, you are required to define the following:

(i) The Total Contract Price in EURO (for EU Companies) or US Dollars, exclusive of taxes.

(ii) In presenting the cost for each item, adequate justification and calculation must be included in the cost Proposal. All individual costs shall be stated in EURO or US Dollars and be computed to constitute the total Contract Price.

(iii) In principle the Commission is exempt from taxes. Since the arrangement under which such exemption is respected varies from country-to-country, the selected bidder will be informed by the Commission whether tax exemption will occur at source or whether taxes paid by the selected bidder will be reimbursed by the Commission upon submission of the original supporting documentation.

(1) For Austrian companies  
The price quoted shall be net of Taxes. All applicable Taxes payable by the selected bidder at the conclusion or implementation of the Contract in respect of the goods/services shall be quoted separately or be separately identified on the Proposal together with information on the nature of the tax and its method of calculation.

(2) For European Union (EU) Companies  
The price quoted shall be net of Taxes. All applicable Taxes payable by the selected bidder at the conclusion or implementation of the Contract in respect of the goods/services shall be quoted separately or separately identified on the Proposal together with information on the nature of the Tax and its method of calculation. Due to the VAT exemption applicable to the Commission, no VAT will be charged to the Commission by the EEC Suppliers under the Contract (Ref. EU VAT Council Directive 2006/112/EC, Article 151).
(3) For Non-EU Companies

The price quoted shall be net of Taxes. All applicable Taxes payable by the selected bidder at the conclusion or implementation of the Contract in respect of the goods/services shall be quoted separately or be separately identified on the Proposal together with information on the nature of the tax and its method of calculation. For deliveries to Vienna, Austria, and due to the tax exemption at source applicable to the Commission, no Taxes shall be charged to the Commission under the Contract.

(iv) Note that clear and detailed explanations would enable us to evaluate the Proposal promptly and proceed with fewer requests for clarifications/justifications in a later stage. This is also a factor influencing the decision for Contract award.

10. Completeness and Correctness of the Proposal

The Commission reserves the right to verify all information furnished by you in the Proposal through a source of its choice. Any inaccurate information so given may lead to the rejection of the Proposal.

11. Validity of Proposal

The Proposal shall be valid for 90 (ninety) days after the deadline for its submission to the Commission, unless an extension of validity has been requested by the Commission.

12. Correction of Errors

The Commission will check the Proposal for any arithmetic errors. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.

13. Evaluation of Proposal

(a) The Commission, based on the evaluation method given below, will determine the Proposal that ‘most effectively satisfies the technical and operational requirements set out in the solicitation documents’. The relative weighting of each component of the Proposal is 70% for the Technical Proposal and 30% for the Financial Proposal. The successful bidder will be the one with the highest combined score.

(b) The Commission will first conduct a technical evaluation based on the following evaluation criteria:

- Meeting the Requirements of the Terms of Reference
- Experience, Resources and Project Management of the Bidder
- Skills and Experience of Key Staff

A detailed list of the evaluation criteria is provided in Attachment C.

If the Proposal fails to meet the technical requirements for any one item, the entire proposal may be rejected.
14. **Negotiations of the Proposal and Award**

The Commission reserves the right to request clarifications on the Proposal and to enter into negotiations regarding technical or commercial aspects of the Proposal before awarding the contract under this RFP.

The Commission also reserves the right to split the award for this project if deemed desirable.

15. **Modification and Withdrawal of Proposal**

Bidders may modify or withdraw their Proposals after their submission, provided that written notice of the modification or withdrawal is received by the Commission by the closing date for the submission of the Proposal. The Proposal may not be modified subsequent to the closing date.

16. **The Commission’s Right to Reject the Proposal**

The Commission reserves the right to accept or reject the Proposal or to annul this procurement process at any time prior to the award of contract without having to inform the bidders of the grounds therefore, without thereby incurring any liability to the bidders.

17. **Costs of preparation and submission of the Proposal**

Bidders shall bear all the costs associated with the preparation and submission of their Proposal and the Commission will not be responsible or liable for those costs, regardless of the outcome of this RFP.
18. **Proprietary Information**

All documentation and information contained in this RFP are proprietary to the Commission and shall not be duplicated, used or disclosed -in whole or in part- for any purpose other than to evaluate them and respond to the Commission's request for Proposal or otherwise without prior written agreement of the Commission.

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**Use of former Preparatory Commission for the CTBTO (“Commission”) employees in the preparation of Proposals:**

A Bidder must **not**, in the absence of prior written approval from the Commission, permit a person to contribute to, or participate in, any process relating to the preparation of a Proposal or the procurement process if the person:

- a. At any time during the 12 months immediately preceding the date of issue of the Solicitation was an official, agent, servant or employee of, or otherwise engaged by the Commission;
- b. At any time during the 24 months immediately preceding the date of issue of the Solicitation was an employee of the Commission personally engaged, directly or indirectly, in the definition of the requirements, project or activity to which the Solicitation relates.
**BIDDER’S STATEMENT**

**PLEASE STATE BELOW & SUBMIT WITH PROPOSAL**

<table>
<thead>
<tr>
<th>Delivery Time:</th>
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<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Shipping weight (kg) and Volume (m³) – if applicable:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>List of recommended consumables and spares including prices and details on local availability, if applicable (please tick):</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ For a one-year period ☐ For a period of ........................................</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Warranty period applicable (it shall be for a <strong>minimum of 24 months</strong>, starting from the acceptance of the goods/services by the Commission) – please tick below:</th>
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<tbody>
<tr>
<td>☐ For a two-year period ☐ For a period of ........................................</td>
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<tr>
<th>Availability of local service in Vienna, Austria (if any):</th>
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<tbody>
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<table>
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<tr>
<th>State country of origin or assembly of all items quoted:</th>
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<tbody>
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</table>

<table>
<thead>
<tr>
<th>Quantity discount and early payment discount (if any):</th>
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<tbody>
<tr>
<td></td>
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</tbody>
</table>

Include documentary evidence of qualifications to perform the order, which shall establish to the Commission’s satisfaction that the bidder has the financial, technical and production capability necessary to perform the order in its entirety and to provide spare parts and other necessary on-going services as required.

<table>
<thead>
<tr>
<th>Included in this quotation: Yes ☐ No ☐</th>
</tr>
</thead>
</table>

**Confirmation that the bidder has reviewed the Commission’s General Conditions of Contract (if attached), the Commission’s Terms of Reference (if attached), and Draft Contract (if attached), and agreed to all terms and conditions.**

<table>
<thead>
<tr>
<th>Yes ☐ No ☐</th>
</tr>
</thead>
</table>

**Remarks:**

With regards to the software provided with the equipment, state and confirm whether the software licenses are transferable to third parties, i.e. the Commission or the Commission’s State Signatories (Member States).

<table>
<thead>
<tr>
<th>Yes ☐ No ☐ Not applicable ☐</th>
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</table>

**Remarks:**

<table>
<thead>
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<th>Name:</th>
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<tr>
<th>Name &amp; Title of Contact Person:</th>
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<tr>
<th>Signature &amp; date:</th>
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</table>
**ATTACHMENT A**

**PROVISION OF E-LEARNING CONTENT RE-BUILD FROM ARTICULATE STORYLINE TO ARTICULATE RISE AND LEARNING MANAGEMENT SYSTEM UPGRADE AND CUSTOMISATION**

*Instructions for Preparation and Submission of Proposal*

**Technical Proposal - Mandatory Table of Contents and Format**

<table>
<thead>
<tr>
<th>Item</th>
<th>Minimum content</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Executive Summary</strong></td>
<td>• Provide an overview of proposal</td>
</tr>
<tr>
<td><strong>2. Experience, Resources and Project Management</strong></td>
<td></td>
</tr>
</tbody>
</table>
| 2.1 Corporate Profile and Values | • Background of company, ownership, size, location, bases of operations profile  
• If a consortium, provide a clear explanation of the business relationship between the members and governance for execution of this project. Also discuss and show the relationship of any sub-contractors. |
| 2.2 Corporate Experience | • Experience in managing and executing work of similar scope and complexity. |
| 2.3 Project Management Team and Staffing | • Provide management structure and key personnel of the project. |
| 2.4 Availability of resources | • Please address in as much detail as reasonable what resources you deem necessary for the successful implementation of the project and when they will be made available during the intended project implementation, in terms of:  
  - key personnel;  
  - software;  
  - other resources. |
| 2.5 Quality Management Plan | • Provide a Quality Management Plan that describes how quality of services will be maintained throughout the Contract period for every category of services.  
• Include QA certifications and applicable references. |
<p>| <strong>3. Meeting the Requirements</strong> | |</p>
<table>
<thead>
<tr>
<th>3.1 Assumptions</th>
<th>• The bidder should detail key assumptions that impact the Technical Proposal.</th>
</tr>
</thead>
</table>
| 3.2 Understanding of the project | • The bidder’s response should demonstrate detailed knowledge and understanding of the project as described in the Terms of Reference (ToR) document and describe in detail how the required tasks/services will be accomplished.  
• The bidder’s response should describe in detail the expected inputs/resources to be made available by the Commission. |
| 4. Skills and Experience of key staff | • Provide resumes of the proposed key personnel describing in detail all qualifications and experience defined in the Terms of Reference.  
• Provide a matrix that details how each of the proposed key personnel satisfies the requirements. |
| 5. Rubric for Sample e-learning module | • Please refer to the Rubric to see the competencies that the sample e-learning module will be evaluated based on. |
| 6. Attachments (as set out in the Instructions for the Preparation of Proposals) | • Statement of Confirmation  
• Vendor Profile Form  
• Statement regarding Model Contract |
1. Overview
This document describes the evaluation of the Bidder’s technical proposal. The technical evaluation of the Bidders' technical proposals is based on an assessment of compliance with all requirements indicated in the Terms of Reference by evaluating the technical proposal against the technical evaluation criteria and the scoring sheet.

### Technical Evaluation Criteria

<table>
<thead>
<tr>
<th>Experience, Resources and Project Management</th>
<th>Points</th>
<th>Company 1</th>
<th>Company 2</th>
<th>Company 3</th>
<th>JUSTIFICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proven track record of software development in large or medium sized organizations. Experience with other UN organisations and with translation of documents of technical nature would be of advantage.</td>
<td>4</td>
<td>1.5</td>
<td>6</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Availability of sufficient resources to fulfil the forecasted work packages (dedicated personnel for this contract or a team of experienced developers on hand).</td>
<td>4</td>
<td>1.5</td>
<td>6</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>The Bidder possess the proven project management and quality assurance skills (e.g. ISO 9001:2015, Agile, PMP, etc)</td>
<td>4</td>
<td>1.5</td>
<td>6</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>12</strong></td>
<td><strong>18</strong></td>
<td><strong>0.0</strong></td>
<td><strong>0.0</strong></td>
<td><strong>0.0</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Meeting the Requirements</th>
<th>Points</th>
<th>Company 1</th>
<th>Company 2</th>
<th>Company 3</th>
<th>JUSTIFICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extent to which all aspects of the TOR have been addressed in sufficient detail.</td>
<td>4</td>
<td>1.5</td>
<td>6</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
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<td><strong>6</strong></td>
<td><strong>0.0</strong></td>
<td><strong>0.0</strong></td>
<td><strong>0.0</strong></td>
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<table>
<thead>
<tr>
<th>Skills and experience of (key) staff for e-Learning development</th>
<th>Points</th>
<th>Company 1</th>
<th>Company 2</th>
<th>Company 3</th>
<th>JUSTIFICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>University degree in computer science, or in a related field with at least three (3) years of recent experience in e-Learning development, tools and software, specifically the Articulate Storyline and Articulate 360.</td>
<td>4</td>
<td>2</td>
<td>8</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>At least 5 years of experience in creating learning paths/journeys, proficiency in instructional design/adult learning.</td>
<td>4</td>
<td>2</td>
<td>8</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>A minimum of 3 years of knowledge of interactive learning methodologies (like CCAF), rapid instructional design methodologies (like SAM), or instructional design methodologies (like ADDIE).</td>
<td>4</td>
<td>3</td>
<td>12</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>At least three (3) years of experience in developing TinCan/xAPI packages and working with SCORM, JavaScript, CSS, and HTML.</td>
<td>4</td>
<td>2</td>
<td>8</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Development of Pilot E-Learning Sample Module</td>
<td>4</td>
<td>6</td>
<td>24</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
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<td><strong>60</strong></td>
<td></td>
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<thead>
<tr>
<th>Skills and experience of (key) staff for Learning Management System (LMS)</th>
<th>Points</th>
<th>Company 1</th>
<th>Company 2</th>
<th>Company 3</th>
<th>JUSTIFICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>At least three (3) years of recent experience in upgrading, and adding plugins to learning management systems, such as Moodle.</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Four (4) or more years of experience in management and administration of Moodle on the LAMP stack, together with managing e-Learning modules</td>
<td>4</td>
<td>2</td>
<td>8</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Three (3) or more years of proven experience in working with various Moodle modules and customizing Moodle functionalities and developing custom themes.</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>-</td>
<td>-</td>
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<tr>
<td>At least three (3) years of experience in using PostgreSQL and other RDBMS, AJAX, jQuery, JavaScript, CSS, and HTML.</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>At least three (3) years of user experience design (UX).</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Proven experience with Moodle API and integration with third-party systems.</td>
<td>4</td>
<td>2</td>
<td>8</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>24</strong></td>
<td><strong>32</strong></td>
<td><strong>0.0</strong></td>
<td><strong>0.0</strong></td>
<td><strong>0.0</strong></td>
</tr>
</tbody>
</table>

**TOTAL - Technical Evaluation** 60 116 0.0 0.0 0.0 0.0 0.0 0.0
Attachment C - Rubric for Sample e-learning module

The Contractor shall send CVs of all key personnel, and a company portfolio consisting of at least 3 projects built using Articulate 360 for the Commission's evaluation and approval.

The Contractor is requested to re-build the e-learning module sample provided by the Commission using Articulate Rise and submit the master file with the other required documents to the Commission.

The submitted e-learning sample will be evaluated using the following Rubric. All the criteria must be 3 and above, if one criterion is 2, the sample is considered incomplete.

Table 2 "Sample Requirements"

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>POINTS</th>
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</thead>
<tbody>
<tr>
<td>Buttons and Links Work Correctly</td>
<td>All buttons and links work correctly</td>
</tr>
<tr>
<td></td>
<td>Most (80%) buttons and links work correctly</td>
</tr>
<tr>
<td></td>
<td>Only 70% of the buttons and links work correctly</td>
</tr>
<tr>
<td></td>
<td>Fewer than 50% of the buttons work correctly</td>
</tr>
<tr>
<td>Text - Font Choice &amp; Formatting</td>
<td>Most (80%) font formats have been carefully planned to enhance readability and context</td>
</tr>
<tr>
<td></td>
<td>Only 70% of the font formatting has been carefully planned to enhance readability</td>
</tr>
<tr>
<td></td>
<td>Font formatting makes it very difficult to read the material</td>
</tr>
<tr>
<td>Text Direction</td>
<td>Most (80%) text direction according to the language’s requirement is correct</td>
</tr>
<tr>
<td></td>
<td>Only 70% text direction according to the language’s requirement is correct</td>
</tr>
<tr>
<td></td>
<td>Text direction is wrong according to the language’s requirement is correct</td>
</tr>
<tr>
<td>User Friendly</td>
<td>Most 85% of the design supports the UX</td>
</tr>
<tr>
<td></td>
<td>Only 70% of the design supports the UX</td>
</tr>
<tr>
<td></td>
<td>The design doesn’t support the UX</td>
</tr>
<tr>
<td>Originality</td>
<td>Presentation shows considerable originality and inventiveness. The content and ideas are presented in a unique and interesting way.</td>
</tr>
<tr>
<td></td>
<td>Most (80%) of the presentation shows originality and inventiveness. The content and ideas are presented in an interesting way.</td>
</tr>
<tr>
<td></td>
<td>Only 70% of the presentation shows an attempt at originality.</td>
</tr>
<tr>
<td></td>
<td>Presentation is a rehash of other people’s ideas and/or graphics and shows very little attempt at original thought.</td>
</tr>
</tbody>
</table>
PROCEDURE FOR SUBMISSION OF ELECTRONIC BIDS IN 2 SEALED FILES

Given the current logistics restrictions at the Vienna International Centre as a result of the COVID-19 situation, the Commission invites you to submit your sealed bids in response to Request for Proposal No. 2021-0098/RAHMAN: Provision of e-Learning Content Re-build from Articulate Storyline to Articulate Rise and Learning Management System (LMS) Upgrade and Customisation.

Please be sure to follow the instructions below very carefully, so that the documents you submit are encrypted, and cannot be opened without an encryption key (password). If the documents are not encrypted, they will not be accepted as part of this Tender process.

CRITICAL INFORMATION:

Create separate zip files for technical bids and financial bids (labeling them clearly in the title) with different encryption keys. Instructions for how to do this are provided below.

Step 1: You provide the encryption key (password) for the Technical Bid only (in accordance with the below instructions)!

Step 2: After the Commission has performed the evaluation of the Technical Bids, if your Technical Bid is considered to be acceptable, the Commission will request the encryption key (password) for the Financial Bid you have already submitted by the Tender Deadline.

Should you have any questions, please send an email to procurement@ctbto.org.

We recommend that you leave yourself plenty of time to complete the below process (including getting any necessary assistance from the Commission), as late bids will not be accepted.

INSTRUCTIONS:

In a WINDOWS environment, one way of meeting the requirements is as follows.

We recommend using the open-source, free software 7-zip, but if you are comfortable with other tools, the result should be the same, as long as you can apply encryption to the archive. In the below, we’ll use 7-zip as an example. (You can download the 7-zip code for Windows at: 7-zip.org)

In LINUX, you can use, for instance, ‘sha1sum’ on the command line.

Creating the archives for submission

Regardless of whether the bid is a single file, or a collection of files, the files are easier to manage if delivered as a single, compressed file. Compressing the archive is a common way to meet size limitations in email systems.
As an example of how to submit your bid in the required format: assuming you are supplier “SOFTCOMP” and have the following files related to the bid for “RFP 2020-0010/EDWALD”. (You will need to replace these elements with the real information for your actual bid.) Assuming further that you have installed the 7-zip software on the Windows system you are using. We will only go through the creation of the Technical bid component; the Financial bid component is similar.

![File List]

Select the four files and right-click; a Dialog box pops up, with one of the options being “7-ZIP >”. Hover your cursor over the “>” part and a few more options appear, select the “Add to archive” option. Another dialog box pops up (see ‘Figure 2, Creating an Archive’, next page):

Using the standard Windows methods, select a suitable location for the archive (if you don’t change it, the archive gets created right where the selected files are), and give it a name in the form of: “SOFTCOMP-2020-0010-EDWALD-TECHNICAL-BID”, of course replacing all the elements with the true values for the bid in question: the actual company indicator, and the actual RFP identification string. Note that it is not possible to put a slash “/” in the filename, and therefore put a dash “-” instead. Leave the file extension “.zip” as is.

Leave all the other settings as is, except: add a password to the encryption (see figure 2 below). This is done by typing the same password (of your choosing) twice in the two text fields in the lower right hand corner. Make a note of this password. You must choose different passwords for the two zip archives, that is, the Technical and the Financial bids.
Now, we seek the “SHA1 Hash”, and electronic fingerprint of the archive you have just created. The hash is a string calculated from your file(s) and can be used to guarantee that the file hasn’t been modified since you created it. Any change to the file will result in a different hash value.

There are many ways of calculating this; two common options are described below.

If the appropriate functionality is available in your Windows environment: Select the compressed archive in the Windows file manager, (eg. SOFTCOMP-2020-0010-EDWALD-TECHNICAL-BID.zip) and right click. One of the options to select is “CRC SHA ». Hovering over the “ >” brings a few more options to light, select the SHA-1 option. A smaller dialog pops up: (see Figure 3, SHA1 below). Clicking Ctrl-C grabs the contents of this box. You can close the box after copying the contents. (You can paste the contents into a mail message, for instance.)
Figure 3 SHA1

If this CRC SHA function is not available by ‘right-click’ on your Windows version, you can also do this from ‘the command line’, a slightly more complicated way. Open a CMD window (see sidebar below), move to the folder where your archive is, and execute the command: “certutil -hashfile SOFTCOMP-2020-0010-EDWALD-TECHNICAL-BID.zip sha1” where you obviously replace the name of the file with your real file name. The output of this command is the SHA1 “hash”. You can copy-and-paste the string for use in the email (below).

Sidebar: How to open a CMD window in Windows:

The way to open a Command window (or ‘terminal’) depends on the version of Windows you have. The different methods are very clearly described in the following article, but a quick internet search will find multiple descriptions.

https://www.lifewire.com/how-to-open-command-prompt-2618089

Finally,

1. Create a new email, Subject: example- “SOFTCOMP-2020-0010-EDWALD”. Add the two compressed archives, that is, the Technical Bid and the Financial Bid archives as attachments. The text of the email should contain the SHA1 information for both archives.
   SEND THIS TO: sealed_bids@ctbto.org (note that there is an underscore “_” between “sealed” and “bids”). (Should the email become larger than your mail system allows, you can try sending the two archives in separate emails. Take care to include the right SHA1 information with each file.)

2. Create a new email, Subject: example- “SOFTCOMP-2020-2010-EDWALD-Technical Bid” the contents of which must contain the Encryption Key for the Technical Bid (the password you used when creating the Technical Bid). (Again, note the underscore between ‘bid’ and ‘keys’.)
   SEND THIS TO: bid_keys@ctbto.org

IMPORTANT NOTE: As stated above, only send the Encryption Key for the Technical Bid to the bid_keys@ctbto.org mailbox when sending your Technical and Financial Bids to the sealed_bids@ctbto.org mailbox. You shall only send the Encryption Key for the Financial Bid
to the Commission if and when informed by the Commission that your Technical Bid had been evaluated as “technically acceptable”.

The Financial Bid Encryption Key will need to be provided by you to the same e-mail (bid_keys@ctbto.org) within 48 hours of the Commission’s request, clearly marked in Subject: Encryption Key for (example):“SOFTCOMP 2020-2010 EDWALD-Financial Bid”. If your Bid is not considered “technically acceptable”, the Commission will not request an Encryption Key for your Financial Proposal, and it will remain unopened.

As mentioned above, should you have questions or difficulties, please send an e-mail to procurement@ctbto.org.

We recommend that you leave yourself plenty of time to complete the above process (including getting any necessary assistance from the Commission), as late bids will not be accepted.
## CTBTO Member States

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</table>
STATEMENT OF CONFIRMATION

On behalf of (name of firm or organization): ______________________________, I hereby attest and confirm that:

a) The firm/organization possesses the legal status and capacity to enter into legally binding contracts with the Commission for the supply of equipment, supplies, services or work.

b) The firm/organization is not insolvent, in receivership, bankrupt or being wound up, and not under administration by a court or a judicial officer, and that it is not subject to the suspension of its business or legal proceedings for any of the foregoing reasons.

c) The firm/organization has fulfilled all its obligations to pay taxes and social security contributions.

d) The firm/organization has not, and that its directors and officers have not, within the last five years been convicted of any criminal offense related to professional conduct or the making of false statements or misrepresentations as to their capacity or qualifications to enter into a procurement or supply contract.

e) The Commission, in the event that any of the foregoing should occur at a later time, will be duly informed thereof, and in any event, will have the right to disqualify the firm/organization from any further participation in procurement proceedings.

f) The firm/organization did not/will not attempt to influence any other bidder, organization, partnership or corporation to either submit or not submit a proposal/bid/quotation;

g) The firm/organization will not, in the absence of a written approval from the Commission, permit a person to contribute to, or participate in, any process relating to the preparation of a Quotation/Bid/Proposal or the procurement process if the person:

   a. at any time during the 12 months immediately preceding the date of issue of the Solicitation was an official, agent, servant or employee of, or otherwise engaged by the Commission;
   b. at any time during the 24 months immediately preceding the date of issue of the Solicitation was an employee of the Commission personally engaged, directly or indirectly, in the definition of the requirements, project or activity to which the Solicitation relates.

h) Neither the organization/firm, its parent entities (if any), nor any of its subsidiary or affiliated entities (if any) have been identified on, or associated with any individual, groups, undertakings and entities identified on, the list established pursuant to the UN Security Council Resolution 1267 (Consolidated Sanctions List).1

i) Neither the organization/firm, its parent entities (if any), nor any of its subsidiary or affiliated entities (if any) are subject to any form of sanction imposed by an organization or body within the United Nations System, including the World Bank.

1 The Consolidated United Nations Security Council Sanctions List can be found on the following website: https://www.un.org/securitycouncil/content/un-sc-consolidated-list
j) Neither the organization/firm, its parent entities (if any), nor any of its subsidiary or affiliated entities (if any), is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child’s education, or to be harmful to the child’s health or physical, mental, spiritual, moral, or social development.

k) Neither the organization/firm, its parent entities (if any), nor any of its subsidiary or affiliated entities (if any) will use the funds received under contracts/purchase orders with the Commission to provide support to individuals, groups, undertakings or entities associated with terrorism.

l) The prices in the firm/organization’s proposal/bid/quotation have been arrived at independently, without consultation, communication or agreement with any other interested companies, competitor or potential competitor with a view to restricting competition.

m) The Commission shall have the right to disqualify the firm/organization from participation in any further procurement proceedings, if it offers, gives or agrees to give, directly or indirectly, to any current or former staff member of the Commission a gratuity in any form, an offer of employment or any other thing of service or value, as an inducement with respect to an act or a decision of, or a procedure followed by, the Commission in connection with a procurement proceeding.

n) The Commission shall have the right to disqualify the firm/organization from participation in any further procurement proceedings if it does not disclose to the Commission any situation that may appear as a conflict of interest, and if it does not disclose to the Commission if any official or professional under contract with the Commission have an interest of any kind in the firm/organization’s business or any kind of economic ties with the firm/organization.

Name (print): ___________________________ Signature: ______________________

Title/Position: ___________________________

Place (City and Country): ___________________ Date: _____________________
VENDOR PROFILE FORM (VPF) – FOR PRODUCTS/SERVICES/WORK

1. Name of Company:

2. Street Address: 3. Telephone:

   4. E-Mail:

   P.O. Box:
   City:

   Zip Code:
   Country:

5. Website:

6. Contact Person: Title:

7. Legal Status (e.g. Partnership, Private Limited Company, Government Institution)

8. Year Established: 9. Number of Employees:

10. Gross Corporate Annual Turnover (US$m)*: 11. Annual Export Turnover (US$m)*:

12. Type of Business/Products: Manufacturer ☐ Sole Agent ☐ Supplier ☐
   Other ☐ (please explain)

13. Type of Business/Services/Work: Engineering ☐ Civil Work ☐ Governmental Institution ☐
   Other ☐ (please explain)

14. References (your main customers, country, year and technical field of products, services or work): **

15. Previous Supply Contracts with United Nations Organizations (over the last 3 years)**

   Organization: Value in US$ Equivalent: Year:

   Organization: Value in US$ Equivalent: Year:

16. Summary of any changes in your company’s ownership during the last 5 years:

* Please provide a copy of the most recent audited annual report and accounts. Note: Export includes services or work performed abroad or for foreign clients.

** Please provide supplementary documentation on these items.
17. List of Products/Services/Work offered:

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<th>Product/Service/Work Description</th>
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</table>

18. This section shall be **signed and stamped** by an official legally authorized to enter into contracts on behalf of your organization:

Name:                                 Title:                                             Signature:                          Date:

**Bank Details**

Bank Name:

Bank Address:

Exact Account Holder Name:

**Beneficiary Details**

Beneficiary Name:
(exactly as stated on bank statements)

IBAN:
(if applicable)

Account number:

SWIFT/BIC:

ABA/Sort Code:

**Additional Details** (if applicable)

Correspondent bank:

Correspondent account number:

Correspondent SWIFT/BIC:

Tax Identification Number:

---

* Please provide a copy of the most recent audited annual report and accounts. Note: Export includes services or work performed abroad or for foreign clients.

** Please provide supplementary documentation on these items.
MODEL CONTRACT

(Shopping Cart No. )
(SAP No. )

between

THE PREPARATORY COMMISSION
FOR THE COMPREHENSIVE NUCLEAR-TEST-BAN TREATY
ORGANIZATION

and

THE NAME OF THE CONTRACTOR

for

the provision of services pertaining to

PROVISION OF E-LEARNING CONTENT RE-BUILD FROM ARTICULATE STORYLINE TO ARTICULATE RISE AND LEARNING MANAGEMENT SYSTEM UPGRADE AND CUSTOMISATION

This Contract comprises this cover page, a table of contents, 7 (seven) pages of text, a signatories page, a List of Annexes and 3 (three) Annexes (A to C)

August, 2021
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MODEL CONTRACT

This CONTRACT is entered into between the PREPARATORY COMMISSION FOR THE COMPREHENSIVE NUCLEAR-TEST-BAN TREATY ORGANIZATION (hereinafter referred to as the “Commission”), having its office located at Wagramer Strasse 5, 1400 Vienna, Austria, and ________________ (hereinafter referred to as the “Contractor”), having its registered office located at ________________ [address] (both hereinafter individually referred to as the “Party” and collectively as the “Parties”).

The Parties hereto mutually agree as follows:

1 DEFINITIONS

In this Contract, words and expressions shall have the same meanings as respectively assigned to them in the General Conditions of Contract and the Terms of Reference. In addition, the following words and expressions shall have the meanings hereby assigned to them:

“Annex A” means the Commission’s General Conditions of Contract.

“Annex B” means the Commission’s Terms of Reference.

“Annex C” means the Contractor’s Proposal dated XXX.

“Contract” means this document, its Annexes and any further modifications or such further documents as may be expressly incorporated in this Contract by the Parties in accordance with Clause 21 below.

“Contractor” means the legal entity named in the preamble of this Contract or its successors. The Contractor shall be the only interface for all matters pertaining to execution of the Work under this Contract.

“Party(ies)” means the Commission and/or the Contractor, as the context requires.

“Rule(s)” means any regulation(s), official directive(s), ordinance(s), guideline(s), customs and practices.

“Work” means all the goods and services to be provided by the Contractor, including its affiliates and/or subcontractors, in order to fulfil all its obligations under the Contract, and the remedying of any defects therein.

“Work Orders (‘WO’)” mean orders issued by the Commission which specify the (parts or portions of) Work to be performed by the Contractor upon request by the Commission in accordance with Annexes B and C.
2  AIM OF THE CONTRACT

The aim of this Contract is to provide services namely, Provision of E-Learning Content Re-Build from Articulate Storyline to Articulate Rise and Learning Management System Upgrade and Customisation (hereinafter referred to as the “Services” or “Work”) to the Commission.

3  ENTRY INTO FORCE AND DURATION OF THE CONTRACT

The Contract shall enter into force upon the date of the last signature by the authorized Representatives of the Parties (hereinafter referred to as the “Effective Date”) and shall be valid until the Parties fulfill all their obligations hereunder.

4  COMMENCEMENT AND COMPLETION OF THE WORK

(i) The Commission shall have the right, but not obligation, to call-off the Works in the form of WO within a period of 15 months from the Effective Date (hereinafter referred to as the “Call-off Period”). The commencement and completion date for the performance of the Works (hereinafter referred to as “Commencement Date” and “Completion Date”, respectively) will be set out in the respective WO.

(ii) The WO issued by the Commission shall be the basis for acceptance, invoicing and payment of any Work performed by the Contractor.

(iii) The performance of the Work shall be made in full in accordance with the respective WO. Partial service performance of a WO will not be accepted and reimbursed without prior written agreement by the Commission.

(iv) The Work shall be performed at the place and within the approved Work Plan specified in the relevant WO.

(v) The Commission may revise an WO as and when it may deem necessary.

5  STANDARD OF WORK

The Contractor shall perform the Work in a workmanlike manner in conformity with standard professional practices, using qualified personnel and in strict accordance with the Contract. The Contractor shall furnish the highest skill and judgement and cooperate with the Commission, including all the Commission's consultants and agents, in best furthering the interests of the Commission and the aim of this Contract. The Contractor shall provide efficient business administration and supervision, and it shall perform the Work in the best way and in the most expeditious and economical manner consistent with the requirements of the Contract.
6 RESPONSIBILITIES OF THE CONTRACTOR

(a) The Contractor shall provide the Work described in Annex B.

(b) The Contractor shall provide qualified English-speaking personnel as necessary to perform the Work under this Contract. The key persons shall be available for possible tasks related to the Work throughout the duration of the Contract period. Any replacement of the key personnel shall be made in accordance with Clause 7 of Annex A.

7 ORGANISATION OF CONTRACT IMPLEMENTATION

(a) During the term of the Contract, the Commission has the right, but not the obligation, to initiate performance of the Work through the issuance of individual WOs in accordance with section 5 of Annex B based on the firm fixed unit prices set out in Annex C. The Contractor shall not perform any Work if not requested by the Commission through an WO. However, the Contractor may propose a WO for the Commission’s evaluation.

(b) The WO issued by the Commission shall be the basis for acceptance, invoicing and payment of any Work performed by the Contractor.

(c) The performance of the Work shall be made in full in accordance with the respective WO. Partial service performance of a WO will not be accepted and reimbursed without prior written agreement by the Commission.

(d) The Commission may revise a WO as and when it may deem necessary.

8 WARRANTY

(a) The provisions of Clause 28 of Annex A shall apply to the Work performed by the Contractor.

(b) The Contractor shall ensure that the Commission shall experience no loss of service or support level by sub-contractors or repair agents acting on behalf of the Contractor.

9 PERMITS, NOTICES, LAWS AND ORDINANCES

(a) The Contractor shall obtain and pay for all permits and inspections necessary for the proper execution and completion of the Work that are customarily obtained upon execution of this Contract and that are legally required at the time the Proposal is received by the Commission. This shall include, but not be limited to, work permits, visa, or similar.

(b) The Contractor shall give all notices required by the nature of the Work.

(c) If the Contractor notices that the Work or any part thereof required under this Contract is not in accordance with applicable laws and Rules, or with technical or safety standards, it shall promptly notify the Commission thereof in writing.
10 PROTECTION OF PERSONS AND PROPERTY

(a) The Contractor shall be responsible for initiating, maintaining and supervising all safety precautions and programmes in connection with the Work.

(b) The Contractor shall take all reasonable precautions for the safety of, and shall provide all reasonable protection to prevent damage, injury and loss to:

(i) all employees on the Commission’s premises and all other persons who may be affected thereby;

(ii) all the Work, equipment, its spare parts, materials and supplies to be incorporated therein, whether in storage on or off the Commission’s premises, which are under the care, custody or control of the Contractor or any of its subcontractors; and

(iii) other property on the Commission’s premises or adjacent thereto.

(c) The Contractor shall give all notices and comply with all applicable laws and Rules bearing on the safety of persons and property and/or their protection from damage, injury and loss.

(d) The Contractor shall erect and maintain, as required by existing conditions and progress of the Work, all reasonable safeguards for the safety and protection of persons and property, including posting danger signs and other warnings against hazards and promulgating safety regulations.

(e) When the use or storage of combustible, explosive or other hazardous materials is necessary for the execution of the Work, the Contractor shall exercise the utmost care and shall carry on such activities under the supervision of properly qualified personnel.

(f) The Contractor shall be responsible for the prevention of accidents on the Commission’s premises during the execution of the Work.

(g) In any emergency affecting the safety of persons or property, the Contractor shall promptly act to prevent threatened damage, injury and loss.

(h) The Contractor shall promptly remedy all damage and loss to any property, referred to in Sub-Clause (b) above, caused in whole or in part by the Contractor, any subcontractor, or anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable and for which the Contractor is responsible under Sub-Clause (b) above, except damage and loss attributable to the acts or omissions of the Commission or anyone directly or indirectly employed by it, or of anyone for whose acts the Commission may be liable, and not attributable to the fault or negligence of the Contractor. The foregoing obligations of the Contractor are in addition to its obligations under Clause 9 of Annex A.

11 RESPONSIBILITIES OF THE COMMISSION

The Commission shall designate members of its staff to act as points of contact for the Contractor to ensure that the Work is carried out in accordance with Annexes B and C and shall promptly notify the Contractor thereof. The Commission shall respond promptly to requests for information by the Contractor regarding the Work.
12 CONTRACT PRICE

(a) The Commission shall pay to the Contractor, in consideration of the full and proper performance of its obligations under the Contract, as follows:

**OR, IN CASE OF FIRM AND OPTIONAL EXTENSION PERIODS:**

(i) For each WO issued during the firm Call-off Period specified in Clause 4(i) above, the firm fixed unit prices pursuant to Annex C;

(ii) For each WO issued during the optional extension of the Call-off Period specified in Clause 4(i) above, the firm fixed unit prices pursuant to Annex C;

hereinafter referred to as the “Contract Price”.

(b) The unit prices set out in Annex C shall be held fixed for the entire duration of the Contract.

(c) The Contract Price shall cover all costs and expenses incurred by the Contractor for the full and proper performance of all relevant obligations under the Contract (including travel, allowances, management and remuneration of the personnel, national income tax, medical insurance, and social security contributions).

(d) [PLEASE IDENTIFY WHETHER TAXES ARE APPLICABLE UNDER THIS CONTRACT AND SELECT ONE OF THE FOLLOWING OPTIONS AT THE TIME OF AWARD]:

The Contractor shall be reimbursed by the Commission for such taxes on the basis of actual amounts paid and duly documented by the Contractor as per Clause 13(e) below.

**OR**

No Taxes are applicable under this Contract.

13 PAYMENT

(a) The Contract Price shall be paid upon satisfactory completion of each deliverable for the Work and satisfactory completion of each WO and submission of the following:

i) Invoice drawn up in accordance with this Clause 13;

ii) Any other documentation that might be required under the applicable WO.

(b) The Commission will make the payments to the Contractor on the basis of an invoice submitted by the Contractor as per Sub-Clause (d) below. All payments shall be made within 30 (thirty) days of the receipt and acceptance of the invoice, provided that the Work has been satisfactorily completed and has been accepted by the Commission.

(c) The making of any payment hereunder by the Commission shall not be construed as an unconditional acceptance by the Commission of the Work accomplished by the Contractor up to the time of such payment.
(d) The Contractor shall submit an invoice in 1 (one) original and 2 (two) copies or electronically, from the Contractor’s official e-mail address in PDF format, duly signed and stamped by the Contractor and submitted to the Commission’s email address specified in Clause 22 below. Each invoice shall contain the Contract number (CTBTO and SAP numbers), detailed banking instructions, including the name and address of the Contractor’s bank, account number, account holder’s name and SWIFT, IBAN and/or ABA codes for payment by electronic transfer.

[PARAGRAPH (e) BELOW ONLY APPLIES IF THERE ARE TAXES (SEE CLAUSE 12 (d) ABOVE). IF NO TAXES ARE APPLICABLE UNDER THIS CONTRACT, PARAGRAPH (e) SHOULD BE OMITTED.]

(e) Applicable Taxes payable by the Contractor and/or its subcontractor(s) in respect of the Work shall be invoiced separately or be separately identified on the invoice. Actual payment of the Taxes must primarily be supported by original documentation such as invoices, bank account statements, transfer orders, or receipts issued by the local tax or customs authorities. If submission of such original documentation is not possible for justifiable reasons, their copies could be accepted by the Commission provided that they are duly signed and certified by local tax or customs authorities. In case the currency in which the Taxes are levied is not the currency of the Contract, bank statements (or equivalent) showing the exchange rate used for the conversion should be submitted to the Commission, in addition to any other supporting documentation.

14 TEMPORARY SUSPENSION OF WORK

The Commission may, at any time, temporarily suspend the Work, in whole or in part, being performed by the Contractor under this Contract by giving 30 (thirty) days’ advance notice in writing to the Contractor. The Work so suspended shall be resumed by the Contractor on the basis of a revised time schedule and on terms and conditions to be mutually agreed upon between the Parties.

15 DELAYS AND EXTENSION OF TIME

(a) If the Contractor is delayed at any time in the progress of the Work by any act or omission of the Commission or by any of its employees, or by any other contractor employed by the Commission, or by changes in the Work ordered by the Commission, or by any causes beyond the Contractor’s reasonable control, or by any other cause which the Commission determines may justify the delay, then the time for completion of the Work shall be extended by an amendment to this Contract in accordance with Clause 21 below for such reasonable time as the Commission may determine.

(b) Any request for extension of the time for reasons referred to in Clause 15(a) above shall be submitted to the Commission not later than 20 (twenty) days after the commencement of the delay, otherwise said request shall be deemed to be waived. Such request shall state grounds for the delay and shall provide an estimate of the probable effect of such delay on the progress of the Work.
16 CONTRACTOR’S CLAIMS AND REMEDIES

In no event shall the Contractor make any claim against the Commission for or be entitled to additional costs or compensation resulting from any delays in the progress or completion of the Work or any portion thereof, whether caused by the acts or omissions of the Commission, including, but not limited to, damages related to overheads, loss of productivity, acceleration due to delay and inefficiency. The Contractor’s sole remedy in such event shall be an extension of time for completion of the Work, provided the Contractor otherwise meets the requirements and conditions set forth in this Contract.

17 ENTIRE AGREEMENT

This Contract represents the final agreement in respect of the Work and shall supersede all prior agreements and representations between the Parties in this respect. Annexes A to C shall constitute integral parts of this Contract and shall be of full force and effect.

18 DISCREPANCIES

If there are discrepancies or conflicts between any of the documents that are part of this Contract, the document to prevail shall be given precedence in the following order:

(i) This document;
(ii) The Commission’s General Conditions of Contract (Annex A);
(iii) The Commission’s Terms of Reference (Annex B);
(iv) The Contractor’s Proposal (Annex C);
(v) The relevant WO.

19 SEVERABILITY

If any term and/or provision of this Contract is or becomes invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions of this Contract shall not in any way be affected or impaired thereby.

20 NO WAIVER

Failure by a Party to enforce a right shall not be deemed to be a waiver of that right unless otherwise expressly provided in this Contract.

21 CONTRACT AMENDMENT

No modification of, or change in, this Contract, or waiver of any of its provisions, or additional contractual relationship with the Contractor shall be valid unless approved in the form of a written amendment to this Contract, signed by duly authorized Representatives of the Parties.
22 TRANSMISSION OF NOTICES AND OTHER DOCUMENTS

Notices, invoices, reports and other documentation under the Contract shall be delivered or sent to the relevant Party as follows (or to such person/title, address, facsimile number or email address as the Party may substitute by notice after the date of the Contract):

(a) The Commission:

For Contractual Issues:

Chief, Procurement Section
Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO)
Vienna International Centre
Wagramerstrasse 5, P.O. Box 1200
1400 Vienna, Austria
Tel: + (43 1) 26030 6350
E-mail: procurement@ctbto.org

For Invoices and Related Enquiries:

Accounts Payable
CTBTO Financial Services Section
Vienna International Centre
Wagramerstrasse 5, P.O. Box 1200
1400 Vienna, Austria
Tel: + (43 1) 26030 6292
E-mail Payments@ctbto.org

(b) The Contractor:

For Contractual Issues and Invoices and Related Enquiries:

Name: ……………
Title ………………
Address ……………
Tel: …………………..
Email: ………………..

23 EFFECTIVENESS

(a) Except as provided below, any communication in connection with the Contract will be deemed to be given as follows:

(i) if delivered in person, at the time of delivery;

(ii) if by registered mail or courier, when received;
(iv) if by electronic communication, when retrievable by the Commission in document form.

(b) A communication given under Clause 23(a) above that is received or becomes retrievable on a non-working day or after business hours at the seat of the Commission will only be deemed to be given on the next working day of the Commission.
IN WITNESS hereof, the duly authorized Representatives of the Parties have executed this Contract:

For and on behalf of the PREPARATORY COMMISSION FOR THE COMPREHENSIVE NUCLEAR-TEST-BAN TREATY ORGANIZATION:

Name, Position/Title

Date: ________________  Place: Vienna, Austria

For and on behalf of [REGISTERED NAME OF THE CONTRACTOR]:

Name, Position/Title

Date: ________________  Place: ________________
LIST OF ANNEXES

ANNEX A: THE COMMISSION’S GENERAL CONDITIONS OF CONTRACT

ANNEX B: THE COMMISSION’S TERMS OF REFERENCE

ANNEX C: THE CONTRACTOR’S PROPOSAL
General Conditions of Contract

1. DEFINITIONS

(a) In these general conditions of contract the terms beginning with a capital letter shall have the meaning as defined in the Contract.
(b) “Services” means all services to be rendered under the Contract.
(c) “Goods” shall mean all goods, equipment, materials and/or other supplies to be provided under the Contract.
(d) “Taxes” shall mean all direct and indirect taxes (including value added tax, general sales tax or goods and services tax), assessments, fees, customs duties, liens and charges in as much as they are levied in conclusion or implementation of the Contract, including customs restrictions and charges of similar nature in respect of articles imported or exported for the Commission’s official use.

2. LEGAL STATUS

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis the Commission. Neither the Contractor and any subcontractor, nor their personnel shall be considered to be an employee or an agent of the Commission.

3. ASSIGNMENT

The Contractor shall not assign, transfer, pledge or make other disposition of the Contract or any part thereof, or any of the Contractor’s rights, claims or obligations under the Contract except with the prior written consent of the Commission.

4. SUBCONTRACTING

In the event the Contractor requires the services of one or more subcontractors, the Contractor shall obtain the prior written approval and clearance of the Commission for such subcontractor(s). The Commission’s approval of a subcontractor shall not relieve the Contractor of any of his obligations under the Contract, and the terms of any subcontract shall be subject to and in conformity with the provisions of the Contract.

5. SOURCE OF INSTRUCTIONS

(a) The Contractor shall neither seek nor accept instructions from any authority external to the Commission in connection with the performance of its obligations under the Contract. The Contractor shall refrain from any action which may adversely affect the Commission and shall fulfil its commitments with the fullest regard to the interests of the Commission.
(b) While present at the Commission’s premises, personnel of the Contractor shall, at all times, obey and conform to all requests and instructions of the Commission’s officials and the United Nations Security Staff.

6. CONTRACTOR’S RESPONSIBILITY FOR EMPLOYEES

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for the performance under the Contract, reliable individuals who will perform effectively in the implementation of the Contract, respect the local customs and conform to a high standard of moral and ethical conduct.

7. ASSIGNMENT OF PERSONNEL

(a) The Contractor shall not replace or withdraw any personnel referred to in the Contract for the performance of the Services without the prior written approval of the Commission or unless requested by the Commission.
(b) Prior to assignment, replacement or withdrawal of personnel for the performance of the Services, the Contractor shall submit to the Commission for its consideration, the curriculum vitae or detailed justification to permit evaluation by the Commission of the impact which such assignment, replacement or withdrawal would have on the Services.
(c) In the event of withdrawal of personnel, all costs and additional expenses resulting from the replacement, for whatever reasons, of any of the Contractor’s personnel shall be for the account of the Contractor. Such withdrawal shall not be considered as termination in part or in whole of the Contract.

8. CONFLICT OF INTEREST

No employee, officer, adviser, agent and/or subcontractor of the Contractor assigned to perform Services under the Contract shall engage, directly or indirectly, in any business, profession or occupation connected or related to the Services or Goods to be provided under the Contract if this constitutes a conflict of interest.
9. INSURANCES

(a) The Contractor shall provide and thereafter maintain appropriate insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with the Contract.
(b) The Contractor shall provide and thereafter maintain insurance against all risk in respect of its property and any equipment used for the execution of the Contract.
(c) The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death, bodily injury, loss of and damage to property arising from any operations carried out by the Contractor in performing its obligations in connection with the Contract or from operation of any vehicles, boats, airplanes and other equipment owned or leased by the Contractor or its agents, servants, employees or subcontractors.
(d) Except for insurance mentioned in paragraph (a), the insurance policies under this clause shall:
   (i) Name the Commission as additional beneficiary;
   (ii) Include a waiver of subrogation of the Contractor’s rights to the insurance carrier against the Commission.
(e) The Contractor shall, upon request, provide the Commission with satisfactory evidence of the insurance required under the Contract.
(f) Any amounts not insured, not recovered from or not claimed by the insurer shall be borne by the Contractor.
(g) Information concerning reduction of coverage shall be furnished by the Contractor to the Commission with at least thirty (30) days prior written notice.
(h) The Contractor undertakes that provisions to the same effect as the provisions in sub-clauses (a) through (c) above will be inserted in all subcontracts made in performance of the Contract, except sub-contracts exclusively for furnishing Goods.

10. ENCUMBRANCES/LIENS

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file in any public office or on file with the Commission against any monies due or to become due for any Services or Goods provided under the Contract, or by reason of any other claim or demand against the Contractor.

11. OBSERVANCE OF THE LAW

(a) The Contractor shall comply with all laws, ordinances, rules and regulations, including but not limited to health, environmental and labour laws bearing upon the performance of its obligations under the terms of the Contract.
(b) In particular, the Contractor shall comply with the labour laws of the country in which the Services or Goods are to be furnished providing for benefits covering injury or death in the course of employment.

12. CONFIDENTIALITY

(a) All technical, financial or other documentation and data the Contractor compiled for or received from the Commission under the Contract shall be treated as confidential and shall be delivered only to the Commission’s authorized officials on completion of the Services or as requested by the Commission.
(b) Either Party acknowledges that all knowledge and information concerning the other Party that may be acquired in connection with the performance of its obligations under the Contract, including but not limited to, any information relating to its operations and procedures, are confidential and proprietary information of the other Party and it shall receive such confidential and proprietary information of the other Party in confidence and shall not disclose or permit disclosure of any such knowledge or information to any person and/or entity without the prior written consent of the other Party.
(c) The Contractor shall not, at any time, use such confidential information to its own advantage.
(d) The restrictions on confidentiality shall not apply to the information which:
   (i) presently is in the public domain;
   (ii) hereafter becomes part of the public domain without the other Party’s fault;
   (iii) was in the possession of the other Party at the time of the disclosure, as shown by written evidence;
   (iv) is disclosed to the other Party at any time hereafter by a third Party.
   (v) is required to be disclosed to governing bodies, or to governmental authorities to the extent required by law or to obtain needed authorization to perform the Contract or pursuant to reporting requirements imposed by those governing bodies or the government of the State of the Contractor.
(e) These obligations do not lapse upon satisfactory completion of the Services, delivery of the Goods or termination of the Contract by the Commission.

13. LANGUAGES, WEIGHTS AND MEASURES

Unless otherwise specified in the Contract, the English language shall be used by the Contractor in all written communications to the Commission with respect to the Services or Goods to be provided and all documents procured or prepared by the Contractor. The Contractor shall use metric units, except when otherwise specified in the Contract.

14. PUBLICITY

(a) The Contractor shall not advertise or otherwise make public the fact that it is providing or has provided Services and Goods for the Commission. Also, the Contractor shall not, in any manner whatsoever, use the name, emblem or official seal of the Commission or any abbreviation of the name of the Comprehensive Nuclear-Test-Ban Treaty Organization in connection with its business or otherwise.
(b) These obligations do not lapse upon satisfactory completion of the Services, delivery of the Goods or termination of the Contract.
15. OFFICIAL NOT TO BENEFIT/CONTINGENT FEES

(a) The Contractor warrants that:
   (i) No person or selling agency has been employed or retained by it to solicit or secure the Contract upon an agreement or understanding for a commission, percentage, brokerage, contingent fee or retainer, except regular employees or bona fide and officially established commercial or selling agencies maintained by the Contractor for the purpose of securing business;
   (ii) No official or servant or retired employee of the Commission who is not a regular employee of the Contractor, has been or shall be admitted by the Contractor to any direct or indirect benefit arising from the Contract or the award thereof.

(b) In case of breach by the Contractor of the warranties referred to in previous clauses, the Commission shall have the right to deduct from the Contract Price, or otherwise recover from the Contractor, the full amount of any such commission, percentage, brokerage, contingent fee or retainer so paid.

16. INTELLECTUAL PROPERTY AND OTHER PROPRIETARY RIGHTS

(a) Except to the extent the Contractor has granted a license to the Commission, the Contractor shall be entitled to all intellectual property, including but not limited to copyrights, patents and trademarks, with regard to products, documents or other materials which bear a direct relation to or are produced or collected under the Contract. The Contractor shall take all necessary steps, prepare and process all necessary documents and assist in securing such property rights and transferring them to the Commission and/or to the government where the Services or Goods are to be supplied, in compliance with the requirements of the applicable law.

(b) The Contractor declares that it does not know of any intellectual property rights of third parties, which might be infringed in the execution of the Contract. Should, contrary to the Contractor’s expectation, claims be raised against the Commission charging it with infringement of intellectual property rights, the Contractor shall hold harmless the Commission and shall indemnify it to the full extent of any damages or awards arising from such claims. This obligation of the Contractor shall continue to be in full force and effect up to the expiration of such intellectual property rights.

(c) The Commission shall give the Contractor due notice in writing of any charges of infringement brought against the Commission and of the filing of any suit for infringement of intellectual property rights of third parties due to the execution of the Contract, and, without prejudice to the immunity enjoyed by the Commission as an international organization from every form of legal process, including enforcement and execution, the Commission shall give the Contractor the opportunity to defend the Commission against the said suit at its discretion and shall not, without the Contractor’s consent in writing, make any admission or consent to any claim of any third party, which might be prejudicial to the Contractor’s position.

17. DEFAULT BY THE CONTRACTOR

(a) In case the Contractor fails to fulfil its obligations and responsibilities under the Contract and provided the Contractor has not remedied such failure(s) within thirty (30) days of having been given written notification by the Commission of the nature of the failure(s), the Commission may, at its entire discretion and without prejudice to its right to withhold payment(s), hold the Contractor in default under the Contract.

(b) When the Contractor is thus in default, the Commission may, by giving written notice to the Contractor, terminate the Contract as a whole or such part or parts thereof in respect of which the Contractor is in default. Upon such notice, the Commission shall have the right to seek completion, at the Contractor’s expense, of that part or those parts of the Contract with respect to which the Contractor is in default.

(c) The Contractor shall, in this case, be solely responsible for any reasonable costs of completion of the Services and/or delivery of Goods, including such costs, which are incurred by the Commission over and above the originally agreed Contract Price.

18. WITHHOLDING OF PAYMENT

(a) The Commission may withhold any payment to the Contractor or, on account of subsequently discovered evidence, nullify the whole or part of any payment approval theretofore given, to such an extent as may be necessary to protect the Commission from loss under the Contract on account of:
   (i) The Contractor’s failure to carry out its obligations or to make adequate progress with the obligations, except for failure arising out of force majeure;
   (ii) The Contractor’s failure to remedy unsatisfactory performance, when such failure has been drawn to his attention by the Commission;
   (iii) The Contractor’s failure to submit on time the reports required.

(b) The withholding by the Commission of any interim payment shall not affect the Contractor’s obligation to continue performance of his obligations under the Contract.

(c) No interest shall accrue on payments eventually withheld by the Commission in application of the stipulations of this paragraph.

19. LIQUIDATED DAMAGES

Subject to Clause 20 below (force majeure), if the Contractor fails to deliver any or all of the Services and/or Goods within the latest time period(s) specified in the Contract, the Commission may, without prejudice to its other remedies under the Contract, deduct from the Contract Price as liquidated damages, a sum equivalent to 0.2 per cent of the portion of the Contract Price for the delayed Services and/or Goods for each working day of
delay until actual performance, up to a maximum of sixty (60) working days. The recovery by the Commission of proven damages shall not be excluded.

20. FORCE MAJEURE

(a) Force majeure as used herein shall mean acts of God, industrial disturbances, acts of the public enemy, civil disturbances, explosions and any other similar cause of equivalent force not caused by nor within the control of either party and which neither party is able to overcome.

(b) As soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the Commission of such force majeure if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the Contract.

(c) In this event, the following provisions shall apply:

(i) The obligations and responsibilities of the Contractor under the Contract shall be suspended to the extent of its inability to perform them and for as long as such inability continues;

(ii) The term of the Contract shall be extended for a period equal to the period of suspension taking, however, into account any special conditions which may cause the time for completion of the obligations to be different from the period of suspension;

(iii) If the Contractor is rendered permanently unable, wholly or in part, by reason of force majeure to perform its obligations and meet its responsibilities under the Contract, the Commission shall have the right to terminate the Contract on the same terms and conditions as are provided for in the Termination Clause of the Contract, except that the period of notice may be seven (7) days instead of thirty (30) days;

(iv) For the purpose of the preceding sub-clause, the Commission may consider the Contractor permanently unable to perform in case of any period of suspension in excess of ninety (90) days. Any such period of ninety (90) days or less shall be deemed temporary inability to perform.

21. INSOLVENCY AND BANKRUPTCY

Should the Contractor be insolvent, adjudged bankrupt, or should the Contractor make a general assignment for the benefit of its creditors, or should a receiver be appointed on account of the Contractor’s insolvency, the Commission may, without prejudice to any other right or remedy it may have under the terms of the Contract, terminate the Contract forthwith by giving the Contractor written notice of such termination.

22. INDEMNIFICATION

The Contractor shall indemnify, hold and save harmless and defend at its own expense the Commission, its officers, agents, servants and employees from and against all suits, claims, demands and liability of any nature or kind, including cost and expenses arising out of acts or omissions of the Contractor or its employees or subcontractors in the performance of the Contract. This requirement shall extend, inter alia, to claims or liabilities in the nature of workers’ compensation and to claims or liabilities pertaining to intellectual property rights. The obligations under this clause do not lapse upon termination of the Contract.

23. AMICABLE SETTLEMENT

The parties shall use their best efforts to settle amicably through negotiation any dispute, controversy or claim arising out of, or relating to, the Contract or the breach, termination or invalidity thereof. If the parties cannot reach such amicable settlement through negotiations, the matter shall first be referred to conciliation, by a request by either party for conciliation procedures. The conciliation shall take place in accordance with the United Nations Commission on International Trade Law (UNCITRAL) Conciliation Rules then prevailing, or according to such other procedure as may be agreed between the parties, within a time period of ninety (90) days. There shall be one conciliator. The conciliation shall be in Vienna, Austria, and it shall be conducted in the English language.

24. ARBITRATION

(a) In the event of a failure to reach an amicable settlement in accordance with Clause 23 above (amicable settlement), any dispute arising out of the interpretation or application of the terms of the Contract or any breach thereof shall be settled in accordance with the arbitration rules established by UNCITRAL as at present in force. The number of arbitrators shall be one. The arbitration shall be in Vienna, Austria, and it shall be conducted in the English language.

(b) The arbitrator shall take into account the internationally recognized general principles of commercial transactions. The arbitrator shall have no authority to award punitive damages, nor to award interest in excess of five (5) per cent, and any such interest shall be simple interest only. The parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute.

25. PRIVILEGES AND IMMUNITIES

Nothing in or relating to the Contract shall be deemed a waiver of any of the privileges and immunities of the Commission and its employees.

25(a). TAX EXEMPTION

In principle, the Commission is exempt from all Taxes. Since the arrangement under which such exemption is respected varies from country-to-country, the Contractor shall collaborate with the Commission to achieve Tax exemption at source or to pursue reimbursement of Taxes paid by the Commission, as the case may be.

26. TERMINATION

The Commission may terminate the Contract in whole or in part, and at any time, upon thirty (30) days’ notice of
termination to the Contractor. In the event such termination is not caused by the Contractor’s negligence or fault, the Commission shall be liable to the Contractor for payment in respect of Services already satisfactorily accomplished or Goods delivered and accepted and in conformity with the terms of the Contract, for necessary terminal expenses of the Contractor, and for the cost of such urgent work as is essential and as the Contractor is asked by the Commission to complete. The Contractor shall keep expenses at a minimum and shall not undertake any forward commitment from the date of receipt of the Commission’s notice of termination.

27. GOODS

In the event that the Contract requires the Contractor to supply Goods, the following clauses shall apply in addition to the above.

28. WARRANTY

(a) The Contractor warrants that the Goods, including packaging, conform to the specifications for the Goods ordered under the Contract and are fit for the purpose for which such Goods are ordinarily used and for purposes expressly made known to the Contractor by the Commission, and are new and free from defects in design, workmanship and materials.

(b) This warranty shall remain valid for twenty-four (24) months after the Goods or any part thereof have been delivered and accepted, whichever is later, unless the Contractor has granted a longer period. Should the Commission transfer the title of the Goods to a third party during the warranty period, the right to enjoy the warranty shall be transferable to the new title-holder.

(c) If, during the warranty period mentioned in Sub-clause (b) above, the Goods or any part thereof are found to be defective or not in conformity with the specifications under the Contract, the Contractor shall, upon notification, promptly and at its own expense correct all such defects and non-conformities. If these defects and non-conformities cannot be corrected, the Commission shall have the right, at the Contractor's expense, to either demand replacement of the defective item, or receive appropriate reimbursement, or have the defective item repaired or otherwise procured from a third party.

29. INSPECTIONS AND TESTS

(a) The Commission shall have the right to inspect and/or to test the Goods to confirm their conformity to the technical specifications. The technical specifications shall specify what inspections and tests the Commission requires.

(b) The inspections and tests may be conducted on the premises of the Contractor or its subcontractor(s), at a point of delivery designated by the Commission and/or at the Goods’ final destination. The Contractor shall give all reasonable facilities and assistance—including drawings and production data—to the Commission at no charge to the Commission.

(b) Should any inspected or tested Goods fail to conform to the technical specifications, the Commission reserves the right to reject them and the Contractor shall either replace the rejected Goods or make all alterations necessary to meet specification requirements free of cost to the Commission.

(d) The Commission’s right to inspect, test and, where necessary, reject the Goods after the Goods’ arrival at the point of delivery designated by the Commission or at the Commission’s offices, shall in no way be limited or waived by reason of the Goods’ having previously been inspected, tested and passed by the Commission.

(e) Nothing in this Section on Inspections and Tests shall in any way release the Contractor from any warranty or other obligations under the Contract.

(f) All equipment/material supplied under the Contract may be subject to pre-shipment inspection by a third party to be specified by the Commission. The Contractor is not liable for cost of this inspection.

30. PACKING

The Contractor shall comply or ensure compliance with the following provisions concerning packing:

(a) The Goods shall be packed as is required to prevent their damage or deterioration during transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit.

(b) In the case of a cross-border shipment, the Goods shall have appropriate export packing. If necessary, all cases/crates must be wrapped inside with heavy-duty plastic lined paper, should be steel-strapped and must be able to withstand tough handling. Skids for truck handling are imperative if the gross weight is more than 30 kilograms.

(c) The consignment shall be marked and shipped as per address shown on the Purchase Order Form.

(d) Neither partial delivery nor transhipment shall be made unless specifically agreed by the Commission in writing.

(e) Each case/crate/package shall carry a consecutive number, dimensions, volume, and weight (i.e. Case No. X of Y cases, A x B x C cm, E m3, D Kg.) and shall be marked as follows:

   EQUIPMENT FOR
   THE PREPARATORY COMMISSION FOR THE
   COMPREHENSIVE NUCLEAR-TEST-BAN
   TREATY ORGANIZATION.
   [point of delivery]

   PURCHASE NO. ______________________
   GROSS WEIGHT _____________________
   NET WEIGHT _____________________

(f) Markings shall be done with weatherproof materials. All non-containerized Goods shall be shipped below deck.

(g) Each case/crate/carton shall carry (outside) a copy of the packing list describing the contents of the case/crate/carton. Outside Case No. 1 should be
attached with invoice covering the actual delivery. The accompanying papers must be made out in the English language.

(h) Prior to delivery, a fax (or a letter by courier service) shall be sent to the consignee, if any, advising of the following:
- purchase order/Contract number;
- waybill number or equivalent reference number of the shipment (if any);
- number of boxes/cartons/crates/etc.;
- estimated time of departure (ETD);
- point of departure and name of freight carrier;
- estimated time of arrival (ETA) to final destination.

(i) The following documents shall be enclosed with the shipment in case of shipping by air:
- airway bill;
- proforma or commercial invoice;
- packing list.

(j) The above documents are indispensable and must reach the consignee, if any, on time to permit customs clearance and in order to avoid demurrage charges.

31. DELIVERY AND TRANSPORTATION

(a) Delivery of the Goods shall be made by the Contractor in accordance with the terms specified in the Contract, and the Goods shall remain at the risk of the Contractor until delivery has been completed.

(b) Transport of the Goods to the port of discharge or such other point in the country of destination and/or forwarding to the consignee, if any, (door-to-door) specified in the Contract shall be arranged and paid for by the Contractor and the cost thereof shall be included in the Contract Price.

32. TAKE-OVER/HAND-OVER

Upon successful completion of delivery or of installation and a testing and evaluation period, as specified in the Contract, responsibility for the Goods will be handed over to the consignee or other designated entity.

33. EXPORT LICENCES

If an export licence or any other governmental authorization is required for the Goods, it shall be the obligation of the Contractor to obtain such licence or governmental authorization. In the event of failure to obtain such licence or authorization within reasonable time, the Commission may declare the Contract null and void.

34. SPARE PARTS

In accordance with the Contract, the Contractor may be required to provide any or all of the following materials and notifications pertaining to spare parts manufactured and/or distributed by the Contractor:

(a) Such spare parts as the Commission may choose to purchase from the Contractor, provided that the Contractor is not relieved of any warranty obligations under the Contract;

(b) In the event of termination of production of the spare parts after delivery of the Goods:
- advance notification to the Commission of the pending termination, in sufficient time to permit the Commission to place a final order;
- following such termination, furnishing at no cost to the Commission, the blueprints, drawings and specifications of the spare parts, if and when requested.

35. UNITED NATIONS CONVENTION ON CONTRACTS FOR THE INTERNATIONAL SALE OF GOODS

Questions concerning matters arising under the Contract, but not settled in it, shall be settled in conformity with the United Nations Convention on Contracts for the International Sale of Goods (Vienna, 1980), which shall be applicable to the Contract. The applicable language version of the Convention shall be the version in which the Contract is written.

1 April 2016
ANNEX B

Terms of Reference (ToR)

PROVISION OF E-LEARNING CONTENT RE-BUILD FROM ARTICULATE STORYLINE TO ARTICULATE RISE AND LEARNING MANAGEMENT SYSTEM UPGRADE AND CUSTOMISATION
**TABLE OF CONTENTS**

1. Abbreviations and Glossary of Terms ................................................................. 3
2. Overview/Background of the e-Learning project .................................................. 4
3. Objectives ................................................................................................................ 6
4. Scope of Work ......................................................................................................... 6
6. Communication ....................................................................................................... 8
7. Required Technical Skills of the Contractor’s Key Personnel .............................. 9
1. Abbreviations and Glossary of Terms

i) Definition of Acronyms

AICC  Aviation Industry Computer-Based Training Committee
CMS    Content Management System
CTBT   Comprehensive Nuclear-Test-Ban Treaty
CTBTO  Comprehensive Nuclear-Test-Ban Treaty Organization
IDC    International Data Centre
CBT    Capacity Building and Training Section
IMS    International Monitoring System
LCMS   Learning Content Management System
LMS    Learning Management System
LO     Learning Object
NDC    National Data Centre
OSI    On-Site Inspection
PMO    Policy-Making Organ
QA     Quality Assurance
SCORM Shareable Content Object Reference Model

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The treaty book is available in six UN official languages on CTBTO website. ([https://www.ctbto.org/the-treaty/treaty-text/](https://www.ctbto.org/the-treaty/treaty-text/))

ii) Glossary of Terms

**International Monitoring System station**
An International Monitoring System station is a facility consisting of one or more central processing facilities and monitoring and/or sensing equipment that collects measurement data.

**Learning object**
A learning object contains information (text, images, audio, video, etc.) that can be shared between modules.

**Module**
A module is a self-contained e-Learning unit that usually teaches a single topic.

**National Data Centre**
A National Data Centre is a facility that is operated and maintained by a State Signatory and performs functions that may include forwarding data from IMS stations to the IDC and/or receiving data and products from the IDC.
On-site Inspection
An on-site inspection is an investigation conducted in accordance with the CTBT by a team of field inspectors in the area of a suspected nuclear explosion.

Policy-making Organ
A Policy-making Organ is an administrative body formed by State Signatories of the CTBT to develop policies to help govern the CTBT verification regime establishment.

State Signatory
A State Signatory is a country that has signed the Comprehensive Nuclear-Test-Ban Treaty and therefore can participate in the benefits of the CTBT during its preparatory phase.

Training material
Training material consists of PowerPoint slide presentations, notes, manuals, documents, images, videos, and other information as used in traditional classroom sessions.

2. Overview/Background of the e-Learning project

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization with its headquarters in Vienna is the International Organization mandated to establish the global verification system foreseen under the Comprehensive Nuclear-Test-Ban Treaty (CTBT), which is the treaty banning any nuclear weapon test explosion or any other nuclear explosions. The Treaty provides for a global verification regime, including a network of 321 monitoring stations worldwide, a communication system, an International Data Centre (IDC) and on-site inspection to monitor compliance with the Treaty.

The Preparatory Commission (the “Commission”) has been developing over several years e-Learning content, enhancing its classroom (F2F or Virtual) training and field exercises.

The IDC Division is a central element of the CTBT verification mechanism, collecting, processing and analysing monitoring data and presenting results as lists of events and bulletins to the States Signatories.

The PTS has over the years been providing capacity building and training support to NDC staff and IMS Station Operators. The IDC Capacity Building and Training (CBT) programme includes a variety of events organized for the benefit of IMS Station Operators and NDC staff, and more broadly contributes to IMS and IDC technology development. The events are aimed at a scientific and technical audience designated by States Signatories.

In-line with the progress of technology over the last two decades, the Commission is complementing its traditional classroom training and field exercises with e-Learning. Currently there are 36 e-learning modules available in 6 UN languages to continue improving the learning process and empower and build the capacity of the online training participants, the Commission
is considering the expansion of the e-Learning activities project. In this context, some of the e-learning modules need to be re-built and the learning management system needs to be kept updated and empowered with additional useful plugins.

2.1. Learning Management System (Moodle)

The Commission procured a CERTPOINT VLS suite as the e-Learning platform for LMS, LCMS, authoring, virtual collaboration, and CMS functions. With the aim of continuing the development with open source, all contents were migrated to Moodle Open-source learning platform (moodle.org). The Commission currently uses Moodle version 3.8.4.

2.2. IDC e-Learning Modules

The objective of the e-learning system is to expand the implementation of the Commission’s capacity building and training strategy with the introduction of a new delivery tool. E-learning addresses these priorities and takes into account the needs and requirements of the States Signatories and the Commission.

The e-learning system, is expected to:

- Optimize the effectiveness and efficiency of training and the capacity building programme to ensure short- and long-term availability of the necessary expertise and competence needed for the operation and maintenance of the stations, NDCs, the conduct of OSIs, etc.;
- Respond to the requirements and interests of States Signatories, in particular in relation to their participation in the establishment and operation of the verification regime, as well as their use of IMS data and IDC products for civil and scientific applications;
- Optimize the resources of both the Commission and the States Signatories.
- The e-Learning modules compatible mainly with PCs were migrated to Storyline format and are each approximately one hour in duration.
- Thirty-six e-Learning modules were localized in the other five official UN languages (Arabic, Chinese, French, Russian and Spanish). All modules are in Articulate Storyline. (See Annex 1).

2.3. Target Audience

This e-Learning system is enhancing the Commission’s capabilities in fulfilling its mandate with regard to the training provided to the targeted audiences, namely IMS station operators,
NDC technical staff, OSI field inspectors, officials of the Commission and its subsidiary bodies, and in-house personnel of the PTS as shown in Table 1 below.

<table>
<thead>
<tr>
<th>Job Role</th>
<th>Location</th>
<th>Access</th>
<th>Training Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMS Station Operators</td>
<td>Worldwide</td>
<td>Only to their group curricula</td>
<td>Operation and maintenance of IMS stations</td>
</tr>
<tr>
<td>NDC Staff</td>
<td>Worldwide</td>
<td>Only to their group curricula</td>
<td>Accessing and utilizing IMS data and IDC products and services</td>
</tr>
<tr>
<td>Potential OSI inspectors</td>
<td>Worldwide</td>
<td>Only to their group curricula</td>
<td>Familiarization with the treaty and its verification technologies</td>
</tr>
</tbody>
</table>

### 3. Objectives

By the end of these efforts:

i) CTBTO (LMS) will be updated to latest available production version, with additional plug-ins added and themes customized.

ii) All of the Commission’s 36 one-hour long e-Learning modules (English and localized) shall be in a responsive design.

### 4. Scope of Work

#### 4.1 e-Learning Modules

Re-building the Commission’s existing e-Learning modules in a responsive, interactive and user-friendly design will provide an optimal viewing and interactive experience, ease of reading and navigation with a minimum of resizing, planning, and scrolling across a wide range of devices, from desktop computer monitors to mobile phones. With xAPI, the Commission can track every aspect of a learning experience no matter where the learning takes place. This includes mobile devices, LMSs, simulations, websites, PDFs, podcasts, videos, and more.

**Scope of work and work tasks:**

i) Extract content from the existing e-Learning modules and produce them in a MS Word file document. Some of the modules have a master (Story) file and some only have an HTML package.

ii) Re-build the extracted content in Articulate Rise360. English and localized modules must be built in Rise360, taking into consideration language requirements and specifications.
iii) Using *Articulate Review* to review the modules and provide feedback (as needed) before publishing them.

iv) The published module should conform to Tin/xAPI.

v) Upload the published modules on CTBTO LMS (*Moodle*) for testing and quality assurance purposes.

i) Final sign-off for 4.1 shall be performed after course ownership for all modules is transferred to CTBTO *Articulate Rise* account.

4.2 Learning Management System (LMS)

*Moodle* plugins are tailored to make learning an enjoyable experience while bolstering powerful reporting and analytical tools to accurately track data and ensure progression and growth in the use of available information and the development of learners.

**Scope of work and work tasks:**

i) Upgrade *Moodle* to the latest available production version.

ii) Design and customize themes to CTBTO specifications.

iii) Support and maintain the Moodle platform

iv) Add TinCan/xAPI plugin.

v) Add Completion Progress Plugin.

vi) Other *Moodle* plugins to be added based on the need.

vii) Perform any other enhancement replated to the Moodle platform as required.

The Commission reserves the right to change the order of the above-mentioned tasks in accordance with a work-plan agreed with the Contractor.

5. Deliverables and Timeline of Activities

The Contractor shall provide the following deliverables as shown in Table 2 (a) and (b). The Contractor shall not commence any work prior to receiving an authorised Work Order (WO) from the Commission. The services shall be provided within a period of 15 months from the effective date of the contract and would be divided into the following deliverables.
See Table 2 (a): Project Timeline (November 2021 is indicated as the start of the contract, but the below schedule would be adjusted upon Contract signature).

6. Communication

i) Kick off meeting (virtual) at the commencement of the Contract. The date and time of the meeting will be mutually agreed.

ii) The Commission shall issue signed Work Orders for each task prior to the commencement of activity.

iii) E-mail and other online tools shall be used as means of communication. The Commission uses MS Teams and Cisco WebEx for its online meetings. Meetings will be held on an ad-hoc basis, as often as needed.
7. Required Technical Skills of the Contractor’s Key Personnel

The Contractor shall propose a team composed of translators, computer science engineers and instructional designer(s).

The Contractor’s key personnel performing the tasks shall follow the following requirements:

7.1. General Requirements for the Contractor

The Contractor shall demonstrate that it has a quality assurance system in place (such as ISO 9001:2015 or other).

The Contractor shall provide a list of past design and implementation projects in relevant technical field(s). Work experience with governmental, international organizations, or multinational corporations would be an advantage.

The Contractor shall have experience managing software of a similar scope and complexity. A list of projects proving such experience should be provided.

The Contractor shall propose suitable resources (staff, equipment, software / hardware) to carry out the tasks outlined in Section 4 above. The Contractor shall obtain any required software or hardware at no cost to the Commission.

The Contractor shall demonstrate ability to work with subject matter experts in the development of e-learning modules which deal with complex topics or detailed procedures resulting in effective e-learning resources;

The Contractor shall propose suitable project management and quality assurance methodologies.

The Contractor must be available to participate in regular meetings at the Commission.

At the end of the Contract the Commission shall have the option, but not the obligation to extend the Services for one successive period up to twelve months at no cost to the Commission.

7.2 Requirements for the Contractor’s Key-personnel - e-Learning development

i. University degree in computer science, or in a related field with at least three (3) years of recent experience in e-Learning development, tools and software, specifically the Articulate Storyline and Articulate 360.

ii. At least five (5) years of proven experience in creating learning paths/journeys, proficiency in instructional design/adult learning.
iii. Knowledge of interactive learning methodologies (like CCAF), rapid instructional design methodologies (like SAM), or instructional design methodologies (like ADDIE).
iv. Demonstrated experience in developing e-Learning modules in TinCan/xAPI format and working with SCORM packages.
v. Experience with other UN organisations and with translation of documents of technical nature would be an advantage.
vi. At least three (3) years of experience in using JavaScript, CSS, and HTML.

7.3. Requirements for the Contractor’s Key-personnel Learning Management System (LMS)

i. At least three (3) years of recent experience in upgrading, and adding plugins to learning management systems, such as Moodle.
ii. Four (4) or more years of experience in management and administration of Moodle on the LAMP stack, together with managing e-Learning modules.
iii. At least (3) years of experience in user design.
iv. Three (3) or more years of proven experience in working with various Moodle modules and customizing Moodle functionalities and developing custom themes.
v. At least three (3) years of experience in using PostgreSQL and other RDBMS, AJAX, jQuery, JavaScript, CSS, and HTML.
vi. Proven experience with Moodle API and integration with third-party systems.

Annex I – List of E-Learning Modules

<table>
<thead>
<tr>
<th>No.</th>
<th>e-Learning Modules in English, Arabic, Chinese, French, Russian, and Spanish</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>GCI01 - GCI Overview</td>
<td>Re-build</td>
</tr>
<tr>
<td>2</td>
<td>MON01 - Seismic Monitoring</td>
<td>Re-build</td>
</tr>
<tr>
<td>3</td>
<td>MON02 - Hydroacoustic Monitoring</td>
<td>Re-build</td>
</tr>
<tr>
<td>4</td>
<td>MON03 - Infrasound Monitoring</td>
<td>Re-build</td>
</tr>
<tr>
<td>5</td>
<td>MON04 - Radionuclide Monitoring</td>
<td>Re-build</td>
</tr>
<tr>
<td>6</td>
<td>MON05 - IMS Waveform Data Acquisition, Storage and Processing</td>
<td>Re-build</td>
</tr>
<tr>
<td>7</td>
<td>MON06 - IMS Radionuclide Data Acquisition, Storage and Processing</td>
<td>Re-build</td>
</tr>
<tr>
<td>8</td>
<td>MON07 - Operation of the IMS Network</td>
<td>Re-build</td>
</tr>
<tr>
<td>9</td>
<td>MON08 - IMS Configuration Management Process and Procedures</td>
<td>Re-build</td>
</tr>
<tr>
<td>10</td>
<td>MON09 - Logistics Support</td>
<td>Re-build</td>
</tr>
<tr>
<td>11</td>
<td>MON10 - Maintenance of IMS Stations</td>
<td>Re-build</td>
</tr>
<tr>
<td></td>
<td>Course Description</td>
<td>Rebuild</td>
</tr>
<tr>
<td>---</td>
<td>-----------------------------------------------------------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>12</td>
<td>MON11 - Basic Introduction to Logistics Support Analysis</td>
<td>Re-build</td>
</tr>
<tr>
<td>13</td>
<td>MON12 - Sustainment of IMS AS Stations</td>
<td>Re-build</td>
</tr>
<tr>
<td>14</td>
<td>MON13 - Management of T&amp;E-PCA Contracts</td>
<td>Re-build</td>
</tr>
<tr>
<td>15</td>
<td>MON14 - Reporting by Station Operators</td>
<td>Re-build</td>
</tr>
<tr>
<td>16</td>
<td>MON15 - Completing a CCN, CCR, and SSR</td>
<td>Re-build</td>
</tr>
<tr>
<td>17</td>
<td>MON16 - Calibration Check of a Microbarometer</td>
<td>Re-build</td>
</tr>
<tr>
<td>18</td>
<td>MON17 - Information Security Awareness</td>
<td>Re-build</td>
</tr>
<tr>
<td>19</td>
<td>MON18 - Introduction to PKI</td>
<td>Re-build</td>
</tr>
<tr>
<td>20</td>
<td>MON19 - Radionuclide Health and Safety Procedures for Station Operators</td>
<td>Re-build</td>
</tr>
<tr>
<td>21</td>
<td>POL01 - CTBT History, Treaty, Organization and Verification Regime</td>
<td>Re-build</td>
</tr>
<tr>
<td>22</td>
<td>POL02 - National Implementation of the CTBT, Before and After Entry into Force</td>
<td>Re-build</td>
</tr>
<tr>
<td>23</td>
<td>POL03 - Overview of the IDC</td>
<td>Re-build</td>
</tr>
<tr>
<td>24</td>
<td>POL04 - Overview of the IMS</td>
<td>Re-build</td>
</tr>
<tr>
<td>25</td>
<td>USER01 - IMS Data and IDC Products</td>
<td>Re-build</td>
</tr>
<tr>
<td>26</td>
<td>USER02 - Accessing IMS Data and IDC Products</td>
<td>Re-build</td>
</tr>
<tr>
<td>27</td>
<td>USER03 - Overview of Standard Software Packages</td>
<td>Re-build</td>
</tr>
<tr>
<td>28</td>
<td>USER04 - Basic Linux</td>
<td>Re-build</td>
</tr>
<tr>
<td>29</td>
<td>USER05 - NDC Establishment and Operation</td>
<td>Re-build</td>
</tr>
<tr>
<td>30</td>
<td>USER06 - Benefits of IMS Data and IDC Products</td>
<td>Re-build</td>
</tr>
<tr>
<td>31</td>
<td>USER07 - WEB-GRAPE</td>
<td>Re-build</td>
</tr>
<tr>
<td>32</td>
<td>USER08 - Message System Command Line Client</td>
<td>Re-build</td>
</tr>
<tr>
<td>33</td>
<td>USER09 - Request and Subscriptions</td>
<td>Re-build</td>
</tr>
<tr>
<td>34</td>
<td>USER10 - Introduction to Geotool</td>
<td>Re-build</td>
</tr>
<tr>
<td>35</td>
<td>USER11 - Configuring and Running CD Tools</td>
<td>Re-build</td>
</tr>
<tr>
<td>36</td>
<td>USER12 - NDC-in-a-Box Radionuclide Components</td>
<td>Re-build</td>
</tr>
</tbody>
</table>
Table 2 (a): Project Timeline (November 2021 is indicated as the start of the Contract, but the below schedule would be adjusted upon Contract signature).

### Project Name: Upgrade of LMS (Moodle) Platform and Re-designing of 10 e-Learning Content in Articulate Story Line 360 in English Language - Timeline 2021

<table>
<thead>
<tr>
<th>Deliverables</th>
<th>Owner</th>
<th>Duration # weeks</th>
<th>WO1: Task 1</th>
<th>WO2: Task 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task 1.1. Upgrade of the CTBTO’s LMS (Moodle) to the latest version.</td>
<td>Kainda</td>
<td>3</td>
<td>Month1</td>
<td>Month2</td>
</tr>
<tr>
<td>Task 1.2. CTBTO theme customization</td>
<td>Kainda</td>
<td>8</td>
<td>Month1</td>
<td>Month2</td>
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<tr>
<td>Task 1.3. Ad-hoc maintenance and standardization of Moodle Platform</td>
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<td>Task 2.2. Extract their content into MS Word file format and provide to the Commission</td>
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<td>Task 2.3. Re-design e-Learning modules content in Articulate Rise 360 and provide to Commission for Task 2.4. The Commission provides feedback back to the vendor</td>
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<td>Task 2.5. Publish Modules in Tin Can/xAPI format and upload on CTBTO LMS (Moodle)</td>
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<td>Task 2.6. Transfer modules (courses) ownership to Articulate Rise 360 CTBTO account. Modules signed-</td>
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<td>Task 2.7. Report</td>
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**Project Name:** Provision of e-Learning Activities Re-design/Re-building Localized (32 modules in Arabic, Chinese, French, Spanish and Russian) Learning Content in Articulate Rise 360

### Deliverables
- **Owner:** As needed.
- **Duration:** # weeks
- **Languages:** AR: Arabic; ZH: Chinese (Mandarin); FR: French; ES: Spanish; RU: Russian
- **Notes:**
  1. **WO:** Work Order; **D:** Delivery; **SR:** Start Review; **PF:** Provide Feedback; **PRep:** Progress Report; **FRep:** Final Report
  2. **AR:** Arabic; **Z:** Chinese (Mandarin); **F:** French; **S:** Spanish; **R:** Russian

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