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TO:	All Bidders FAO Sales Managers	FROM:	Sally Alvarez de Schreiner Chief, Procurement Services Section
DATE:	11 March 2024	REF.:	RFP No. 2024-0035/RAHMAN 
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SUBJECT: **Extension of the Deadline and Clarifications No. 2 – RFP No. 2024-0035/RAHMAN:**  
“Software Engineering Services for a Station Operator Portal (SO-Portal) On Call-Off Basis”

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Dear Bidders,

Please find attached Clarifications No. 2 related to queries raised by bidders in respect to the request for proposal (RFP) No. 2024-0035/RAHMAN: “*Software Engineering Services for a Station Operator Portal (SO-Portal) On Call-Off Basis*”.

In addition, please be informed that the **deadline for submissions of the proposals is hereby extended** from 18 March 2024 to **1 April 2024 17:00hours, Vienna (Austria) local time**.

The attached clarifications No. 2 and revised Attachment 4 (Price Schedule Format) are an integral part of the RFP documents and shall be considered in the preparation and submission of proposals.

We are looking forward to receiving your proposal prior to the extended submission deadline on **1 April 2024, 17:00 hours, Vienna (Austria) local time**.

Sincerely,

  
Sally Alvarez de Schreiner  
Chief, Procurement Services Section

**Attachment**

- *Questions and Answers - Clarifications No. 2*
- *Soft copy of Attachment 1 (Compliance Matrix)*
- *Soft copy of Attachment 4 (Price Schedule Format) - Revised*
- *PDF copy of the Vendor Profile Form*

Item #	Question	Answer
1	Regarding the "BIDDER'S STATEMENT PLEASE STATE BELOW & SUBMIT WITH PROPOSAL" section of the RFP, specifically the requirement for "Shipping weight (kg) and Volume. (m3) – if applicable", given the digital nature of the software engineering services we are proposing, could we consider this requirement as not applicable to our submission?	“Shipping weight (kg)” is not applicable under this procurement of software engineering services.
2	Could you confirm if the tasks for individual cost breakdowns in our Financial Proposal are specified on pages 7-10 of Annex B? Additionally, should we base our cost breakdown on the bold italicized headings or the detailed bullet points beneath them? Guidance on identifying tasks for accurate costing would be appreciated.	Please refer to the Instructions for Preparation and Submission of Proposals indicating that “The Financial Proposal shall be submitted as per Attachment 4 “Price Schedule Format”, that is, in consideration of person-day rates for a unit-based call-off contract.
3	Could you clarify if the "CALL-OFF PERIOD 1 - 24 months for a maximum of 900 days" mentioned in the pricing annex represents the total working days allocated for the entire project over two years, or does it denote the number of days assigned to each professional role involved in the project? Understanding this distinction is essential for accurately planning our resources and assessing the costs involved.	Please refer to Clause 3 of the Model Contract and Section 4 of the Terms of Reference (Annex B of the Model Contract): The maximum person days per Call-off Period (900 person days for the Call-off Period 1 and 800 for each of the Call-off Periods 2 and 3) represent the total maximum working days that may be ordered by the Commission during each period. The Commission may call-off less or no days at all, as stipulated in Section 4 of Annex B.
4	Could you clarify which software technologies, such as Java, Apache, PHP, Python, etc., used in the project, come with SDKs for integration? For technologies without SDKs, how do we approach integration? Are APIs or dedicated gateways available for connecting to external systems, ensuring seamless bidirectional communication?	Any SDKs supported by the SO (operating system) (currently RHEL 7) could be used. The CTBTO reserves the right to update any time the OS and to decide on the SDKs to be used.
5	Regarding the CTBTO Single Sign-On (SSO) infrastructure, which facilitates unified access to all PTS services, we seek further information on the integration aspects. Specifically, is there an established Identity Provider that is documented and ready for integration?  Additionally, could you elaborate on how the SSO infrastructure manages authentication and authorization interactions between our main software components and the to-be-integrated external services?	Identity Management and Access Management system within the CTBTO are based on Oracle 11GR2 Middleware Fusion platform, which provides users with unified sign-on and authentication across all externally accessible PTS services.  The SSO infrastructure can integrate external applications using either the SAML standard or creating an OAuth/OpenID client using an OpenID compliant library.
6	[...] are there particular frameworks or graphical libraries prescribed for use in this project?	No, there is no one. The CTBTO will decide on the Frameworks and libraries to be used in this project. The CTBTO will evaluate the recommendations in bidders' offers.

7	Would a Flask-based structure, containerized via Docker for CI/CD processes, align with the project's architectural needs?	The CTBTO will evaluate bidders' offers and recommendations from the selected contractor. The CTBTO will decide on the CI/CD technology to be used. Currently the CTBTO uses Docker containers. Kubernetes could be used at short notice.														
8	[...] is a modular, hexagonal architecture approach advisable, with each module acting as an adapter for diDZerent services?	The CTBTO will evaluate the recommendations of the bidders. The CTBTO will decide on the technology to be used.														
9	[...] regarding development methodology, is a Test-Driven Development (TDD) strategy required for module implementation, encompassing regression and functional testing?	The CTBTO uses 3 environments for deployment (DEV, TEST and Operations). The CTBTO will evaluate bidders' offers and the recommendations of the selected contractor. The CTBTO will decide on the test strategy.														
10	[...] how should module-specific logging be structured to facilitate error tracking and ensure thorough auditing across services?	Any Open-Source Log Management Tool can be used to provide information at different levels (debug, Info, Warning, Error, Critical, etc.). The CTBTO reserves the right to decide on the selection of the Log Management Tool.														
11	Attachment 2: "Evaluation Criteria and Method" <i>"In order to pass this stage, bidders must obtain points of at least 30 and in accordance with the scoring table indicated below: "</i> Q. referring to Table 2 with the points and explanation to be considered when assigning the points): we believe that due to some conversion error, the points in the table were not displayed correctly, can you please clarify?	Yes, the column for the Points might have been converted, the table should read as follows. <table><tr><th colspan="2">TABLE 2</th></tr><tr><th>Points</th><th>Explanation - to be considered when assigning the points</th></tr><tr><td>0</td><td>Unsatisfactory - Response incomplete, inadequate and/or non-responsive to the criterion. Bidder does not clearly understand the criterion.</td></tr><tr><td>1 - 2</td><td>Week - Does <u>not</u> meet the minimum technical, functional, or performance related criterion.</td></tr><tr><td>3</td><td>Good - Meets the criterion in <i>most</i> areas but is lacking details and responsiveness in some areas of the criterion.</td></tr><tr><td>4</td><td>Very good - Meets the criterion to minimum acceptable levels in all areas.</td></tr><tr><td>5</td><td>Excellent - Meets the criterion to minimum acceptable levels in all areas and exceeds it in some areas.</td></tr></table>	TABLE 2		Points	Explanation - to be considered when assigning the points	0	Unsatisfactory - Response incomplete, inadequate and/or non-responsive to the criterion. Bidder does not clearly understand the criterion.	1 - 2	Week - Does <u>not</u> meet the minimum technical, functional, or performance related criterion.	3	Good - Meets the criterion in <i>most</i> areas but is lacking details and responsiveness in some areas of the criterion.	4	Very good - Meets the criterion to minimum acceptable levels in all areas.	5	Excellent - Meets the criterion to minimum acceptable levels in all areas and exceeds it in some areas.
TABLE 2																
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4	Very good - Meets the criterion to minimum acceptable levels in all areas.															
5	Excellent - Meets the criterion to minimum acceptable levels in all areas and exceeds it in some areas.															
12	According to Annex B – "Terms of Reference" - Section 2: <i>"some of the software tools have already been developed, ... while others need to be developed"</i> . Q. is there a list of functionality, which links to existing tools? is it possible to get a description of the interfaces?	Some of the existing tools are running as independent web-services and others as Client-Server applications. Data persistent layer is in Oracle and/or PostgreSQL databases. Details on functionality and technical specifications cannot be publicly shared at this stage for security reasons. However, this information will be made														

		available under the contract, in case of award.
13	According to Annex B – “Terms of Reference” - Section 2: shall the portal "just" link to the different Application-User Interfaces, or shall there be an analysis of all the processes before, to create User Interfaces, based on the needs of the Station Operator?	Both options can be considered (for new and existing applications), the CTBTO reserves the right to decide on the most appropriate type of integration in each case.
14	Bidder's Statement, Attachment 1: Compliance Matrix, Attachment, 4: Price Schedule Format, Statement of Confirmation, and Vendor Profile Form: Can you please provide the editable version of these documents to facilitate its completion?	Please find attached soft copies of Attachment 1 and Attachment 4, and a PDF version of the Vendor Profile Form. The Commission shall not publish soft copies of the rest of the requested documents, which are standard templates and bidders need only to add minor details and sign the Bidder Statement, and to only sign the Statement of Confirmation.
15	Under the Requirements for the Contractor, the following criteria is not that clear.  >8.1.9: To have Current CMMI level 3 or higher, or ISO 9001 certification is an asset. Q. Is it a requirement or nice to have?	It is only nice to have.
16	The Terms of Reference show the max numbers of the person days for each of the three call-off periods to be 900, 800, 800 respectively. But Attachment 4 “Pricing Schedule Format” shows the maximum numbers for each period differently, that is 800, 900, 800 respectively.  So, could you please confirm which one we shall consider for our proposal?	The maximum numbers indicated in the Terms of Reference are correct (900 days for the initial period, and 800 for each of the optional extensions). The maximum numbers in Attachment 4 are hereby corrected and provided in the revised Attachment 4 attached hereto.

## ATTACHMENT 1

### Compliance Matrix

Bidders are requested to demonstrate compliance with the requirements and add any further information in support of their Proposal. Please refer to the relevant section of the Terms of Reference for further explanation of the requirements. The information provided will form an integral part of the technical evaluation process.

Ref No.of ToR	Requirements  <i>A section-by-section response to each section of the Terms of Reference is included in the Proposal</i>	Bidder's Response  <i>Please tick whichever is applicable</i>		Indicate the section in your proposal
		“Yes”	“No”	
General				
3.2	Confirmation of resources, methodology, standards and technology			
4.2	Completion and Acceptance - List of Deliverables			
6	The Contractor shall submit a Monthly Report to the Commission			
9	Confirmation of that the Contractor shall provide a thorough risk assessment plan at the project's commencement			
Requirements for the Contractor				
8.1.1	To be a company established for at least 4 (four) years			
8.1.2	To have a minimum of five (5) years of using a formal project management methodology			
8.1.3	To have a minimum of five (5) years of experience in providing software development services using an Agile methodology, preferably Scrum			
8.1.4	To propose at least 8 staff who meet the requirements in the Team Roster as described in Section 8.2.5			

<b>8.1.5</b>	To have experience of three (3) or more years in working with a modern issue tracking and ticket management systems, for example Jira			
<b>8.1.6</b>	Provide written assurance that all reports, documentation, and communication (written and oral) supplied to the Commission shall be in English and submitted in an electronic form.			
<b>8.1.7</b>	To provide a warranty period of two (2) or more years after the completion of the user acceptance testing. Terms and conditions of post-warranty support and bug fixes should be available and clearly specified.			
<b>8.1.8</b>	To provide documented evidence, in the form of a plan, that the Contractor will be able to adjust the working hours of its relevant staff (e.g., project manager and lead developers), assigned to a Software Team, to overlap at least two hours with the Commission's working hours (9 am to 5 pm CET), on the Commission's request.			
<b>8.1.9</b>	To have Current CMMI level 3 or higher, or ISO 9001 certification is an asset.			
<b>Requirement for the Contractor's Personnel</b>				
<b>8.2.5.1</b>	A university degree in Computer Science or another scientific/technical subject with a high computational content			
<b>8.2.5.2</b>	A minimum of 5 years of recent professional experience in developing applications of similar scope as mentioned in the section 3, using state of the art technologies			
<b>8.2.5.3</b>	A minimum of 2 years of recent professional experience in using a			

	software versioning system, preferably Git/Gitlab			
<b>8.2.5.4</b>	A minimum of 3 years of recent professional experience in working with at least one Agile methodology, and experience working in an Agile framework			
<b>8.2.5.5</b>	A minimum of five (5) or more years of experience, providing software maintenance and support services for complex and custom software systems;			
<b>8.2.5.6</b>	A minimum of 2 years of recent professional experience in working with Linux operating systems and TCP/IP			
<b>8.2.5.7</b>	A minimum of 2 or more years of recent professional experience in working with Java, Perl, Python, and UNIX/Linux shell scripting languages			
<b>8.2.5.8</b>	A minimum of 2 years of recent professional experience in working with the Public Key Cryptography Standards, PKCS#11 API and OpenSSL libraries, Apache, Docker runtime, and container orchestration parametrisation;			
<b>8.2.5.9</b>	A minimum of 3 years of recent professional experience in working with object oriented development and design patterns, exposure to project management methodologies and incremental software development techniques			
<b>8.2.5.10</b>	A minimum of 3 years of recent professional experience in the design and implementation of complex web portals / content management systems;			

<b>8.2.5.11</b>	A minimum of 3 or more years of recent professional experience in working with all elements of the Software Development Lifecycle: Eliciting and documenting business process flows, use cases, requirements, quality management plans, user acceptance testing, and end -user training;			
<b>8.2.5.12</b>	A minimum of 2 or more years of recent professional experience working with, and understanding of, requirements definition and software system design methodologies Knowledge of web -based internet application development architectures			
<b>8.2.5.13</b>	A minimum of 2 ore more years of recent professional experience working with SQL and database programming, ideally using Oracle and/or PostgreSQL databases, experience designing data access layers and data models for an application			
<b>8.2.5.14</b>	Ability to write quality Software Documentation in English language			



Attachment 4 - Price Schedule Format

Attachment 4 - Price Schedule Format

PROVISION OF SOFTWARE ENGINEERING SERVICES FOR A STATION OPERATOR PORTAL (SO-PORTAL) ON CALL-OFF BASIS

		MAX QUANTITY UNDER EACH PERIOD	CALL-OFF PERIOD 1 - 24 months for <u>max of 900 days</u> in EUR or USD	CALL-OFF PERIOD 2 (OPTIONAL) - 24 months for <u>max of 800 days</u> in EUR or USD	CALL-OFF PERIOD 3 (OPTIONAL) - 24 months for <u>max of 800 days</u> in EUR or USD
Fees	Unit		Unit Rate** Total	Unit Rate** Total	Unit Rate** Total
Staff fee - off site/on site	Person-Day				
<b>Travel costs</b>	<b>Unit</b>				
Return transport (if applicable)#	Lump Sum 4		-	-	-
##					
...*)					
<b>Other costs</b>					
...*)					
...					
<b>Overall total</b>	-		-	-	-

\*) Please change/add categories as appropriate and adjust in order to arrive at total of 900 person-days for the initial and 800 person-days for the optional periods

\*\*) Please specify currency (USD or Euro only).

#) If applicable, airfares/transport shall be based on the least costly Economy Class ticket on the most direct route

##) If applicable, Daily Subsistence Allowance (DSA) shall be calculated based on the values provided by the International Civil Service Commission (ICSC) for Vienna, Austria (<https://icsc.un.org/>).

## VENDOR PROFILE FORM (VPF) – FOR PRODUCTS/SERVICES/WORK

1. Name of Company:		
2. Street Address:	3. Telephone:	
P.O. Box: City:	4. E-Mail:	
Zip Code: Country:	5. Website:	
6. Contact Person: <span style="float: right;">Title:</span>		
7. Legal Status (e.g. Partnership, Private Limited Company, Government Institution) PLEASE INCLUDE A COPY OF THE CERTIFICATE OF INCORPORATION		
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 <input type="checkbox"/> Sole Agent <input type="checkbox"/> Supplier <input type="checkbox"/> Other <input type="checkbox"/> (please explain)		
13. Type of Business/Services/Work:    Engineering <input type="checkbox"/> Civil Work <input type="checkbox"/> Governmental Institution <input type="checkbox"/> Other <input type="checkbox"/> (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)**  <div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> <span>Organization:</span> <span>Value in US\$ Equivalent:</span> <span>Year:</span> </div> <div style="display: flex; justify-content: space-between;"> <span>Organization:</span> <span>Value in US\$ Equivalent:</span> <span>Year:</span> </div>		
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:	
Product/Service/Work #	Product/Service/Work Description

18. This section shall be <b><u>signed and stamped</u></b> by an official legally authorized to enter into contracts on behalf of your organization:			
Name:	Title:	Signature:	Date:

<b>Bank Details</b>  Bank Name:  Bank Address:  Exact Account Holder Name:	<b>Beneficiary Details</b>  Beneficiary Name: <small>(exactly as stated on bank statements)</small>  IBAN: <small>(if applicable)</small>  Account number:  SWIFT/BIC:  ABA/Sort Code:
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<b>Additional Details</b> <small>(if applicable)</small>  Correspondent bank:  Correspondent account number:  Correspondent SWIFT/BIC:  Tax Identification Number:
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<b>FOR CTBTO USE ONLY</b>		
Evaluated By:	Initials	Date:
Updated By:	Initials	Date:
Remarks:		

\* 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.