

REQUEST FOR QUOTATION

THIS IS NOT AN ORDER

To: ALL BIDDERS

CTBTO Ref. No.: 2025-0062/Jibril
(PLEASE QUOTE ON ALL COMMUNICATIONS)



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

Attn.:

Phone:
Fax:
Email:

Date: 16 May 25

Title of Request: Automation of Microsoft 365, Intune and Entra configurations as per the attached Terms of Reference.

Deadline for Submission: 2 June 25

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 quote the following items as per conditions listed below.

Item	Description and Requirements	Quantity	U/M
1	Automation of Microsoft 365...	1	Lot

When preparing your quotation, please follow the attached instructions. You are kindly requested to complete and return the acknowledgement form by e-mail as soon as possible. If you have any questions you should contact the e-mail address indicated above. We look forward to receiving your quotation.

Yours sincerely,


Ms. Selma Bukvic
Senior Procurement Office, Unit Head

ACKNOWLEDGEMENT FORM

Solicitation No: 2025-0062 Title: Automation of Microsoft 365, Intune and Entra configurations as per the attached Terms of Reference.	Closing Date: 2 June 25 Vienna Local Time: 17:00
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Procurement Staff: Othman Jibril

CTBTO Req. No.: 0010026454

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	
By: _____ <div style="text-align: center; margin-top: 5px;">(date)</div>	Company Name: _____ Contact Name: _____ Email/Tel: _____

B: We may submit and will advise	
By: _____ <div style="text-align: center; margin-top: 5px;">(date)</div>	Company Name: _____ Contact Name: _____ Email/Tel: _____

C: We will not submit a proposal for the following reason(s)	
<div style="margin-bottom: 10px;"> <input type="checkbox"/> our current workload does not permit us to take on additional work at this time; </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> we do not have the required expertise for this specific project; </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> insufficient time to prepare a proper submission; </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> other (please specify) _____ </div>	
Company Name: _____ Contact Name: _____ Email/Tel: _____	

INSTRUCTIONS TO BIDDERS

CONDITIONS	
Delivery Terms (INCOTERMS 2020) and Destination	♦ DAP (Delivered at Place duty unpaid), door-to-door delivery to CTBTO, Vienna International Centre (VIC), Vienna, Austria. All equipment ordered shall be installed in the CTBTO Computer Centre's in the VIC Please note that delivery must include insurance for the equipment/goods.
The Price	The price quotation shall include costs and expenses incurred by the Supplier for the full and proper performance of all obligations under the contract (including travel, allowances, management and remuneration of the personnel, national income tax, medical, insurance and social security contribution, if applicable).
Currency	Please quote in EURO or US\$ only.

Taxes	<p>In principle the Commission is exempt from taxes. Since the arrangement under which such exemption is respected varies from country-to-country, the bidder will be informed by the Commission whether tax exemption will occur at source or whether taxes will be reimbursed by the Commission upon submission of the original supporting documentation. “Taxes” means 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 purchase order, including customs restrictions and charges of similar nature in respect of articles imported or exported for the Commission’s official use.</p> <p><i>(1) For Austrian companies</i></p> <p>The price quoted shall be net of Taxes. All applicable Taxes payable by the (selected) bidder at the conclusion or implementation of the Purchase Order 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.</p> <p><i>(2) For European Union (EU) Companies [FOR PURCHASE FROM EU COUNTRIES]</i></p> <p>The price quoted shall be net of Taxes. All applicable Taxes payable by the bidder at the conclusion or implementation of the Purchase Order 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).</p> <p><i>(3) For Non-EU Companies (FOR PURCHASE FROM NON-EU OR NON-EUROPE COUNTRIES)</i></p> <p>The price quoted shall be net of Taxes. All applicable Taxes payable by the bidder at the conclusion or implementation of the Purchase Order 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 Purchase Order.</p>
Insurance	Insurance to be included in the quotation must be for All Risk, covering 110% of the cost of the equipment proposed, and from the date/place of the shipment to the date/place the delivery is completed. The insurance shall be in the name of the bidder and the Commission.
Validity of Quotation	Minimum 90 days as of the Closing Date
General Conditions	General Conditions of Contract (Annex B): incorporated herein by reference Microsoft Word - CTBTO General Conditions of Contract_08-10-2021_final clean.docx
Privileges & Immunities	Nothing in or relating to the Purchase Order shall be deemed to constitute an express or implied waiver of any Privileges and Immunities of the Commission.
Payment Terms	<p>Within 30 days of receipt and acceptance of the goods/services and of the following documents:</p> <p>(1) Invoice(s) showing the firm fixed price of the goods/services and delivery costs. The Supplier shall submit the invoice (s electronically, from the Supplier’s official e-mail address in PDF format, duly signed and stamped by the Supplier and submitted to Payable_Invoices@ctbto.org. The invoice shall contain detailed banking instructions, including the name and address of the Supplier's bank, account number, account holder’s name and SWIFT, IBAN and/or ABA codes for payment by electronic transfer and actual pre-paid transportation and insurance cost (if applicable);</p>

	<p>(2) Air Way Bill and Packing List;</p> <p>(3) A copy of the invoice(s) from the forwarding agent supporting the actual delivery costs indicated on the Supplier's invoice;</p> <p>(4) Delivery Notice acknowledged by VIC Receiving Area staff, showing all the items delivered;</p> <p>(5) Acknowledgement Copy of the Commission's Purchase Order with Supplier's signature;</p> <p>(6) A copy of the documents reporting the result of equipment Acceptance Testing, approved and counter-signed by the Commission and/or the end-user (if applicable);</p> <p>(7) The Supplier's certificate, counter-signed by the Consignee/end-user, confirming the successful completion of the on-site support for installation and/or training (if applicable); and</p> <p>(8) Any other relevant documents.</p> <p>Applicable Taxes payable by the Supplier and/or its subcontractor(s) 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 Purchase Order, bank statements (or equivalent) showing the exchange rate used for the conversion shall be submitted to the Commission, in addition to any other supporting documentation.</p>
Other Documents	<p>Please submit, jointly with the Quotation, the following documents (attached hereto):</p> <ul style="list-style-type: none"> - the Bidder's Statement, duly completed. - the Vendor Profile Form, in case you haven't submitted to the Commission in the past two years; and - the Statement of Confirmation, duly signed.

OTHER INFORMATION

1. The Commission reserves the right to accept or reject bidder's quotation, partially or entirely, and to annul this procurement process at any time prior to award of the Purchase Order, without thereby incurring any liability to the bidder or any obligation to inform the bidder of the grounds for the Commission's action.
2. The bidder shall include in its quotation documentary evidence of its qualifications to perform the Purchase Order which shall establish to the Commission's satisfaction that the bidder has the financial, technical and production capability necessary to perform the Purchase Order in its entirety and to provide spare parts and other necessary on-going services as required.
3. The bidder shall bear all the costs associated with the preparation and submission of the quotation and the Commission shall not be responsible or liable for those costs, regardless of the conduct or outcome of this RFQ.
4. The bidder's price quotation shall be submitted in the English language, together with relevant technical literatures in duplicate, which shall also be in English.
5. The bidder's quotation shall be typed or written in indelible ink and signed by an official legally authorized to enter into contracts on behalf of their organization. The quotation shall not contain any inter-lineation, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialled by the person or persons signing the quotation.
6. The goods and services (if any) to be rendered under the Purchase Order shall have their origin in the States Signatories of the Comprehensive Nuclear-Test-Ban Treaty (CTBT) which is available in the CTBTO website at www.ctbto.org under [Status of Signatures and Ratifications | CTBTO](#). For purposes of this paragraph, "the origin" means the place from where the materials, goods and/or from which the services are supplied.
7. Not later than 7 days before the deadline for submission of the quotations, any request for clarifications relating to the RFQ documents shall be emailed to procurement@ctbto.org, attention to Procurement Staff in charge of this matter referred to in the RFQ cover letter. If such requests are addressed to others or if additional information is obtained from others, it may lead to disqualification of the bidder. No requests for clarifications will be entertained after this time.
8. From the deadline for submission of quotation until the written notification of award, no bidder shall contact the Commission on any matter relating to its quotation, except when responding to a request from the Commission for clarification. Any effort to influence the Commission in its evaluation of the quotation(s) or its award decision shall result in the rejection of the quotation.
9. The Commission shall evaluate the compliance of the quotations with the RFQ requirements. Subject to its technical compliance, the quotations shall be examined for its contractual compliance and commercial acceptability. Based on the mentioned evaluation, the Commission will determine the quotation which is the "least costly technically acceptable". Deviation, if any, from the Commission's terms and conditions might be a factor in the decision of award. The Commission also reserves the right to split the award for this project if so deemed desirable.
10. In case of an award, the following documents shall govern the Purchase Order and in case of discrepancies or inconsistencies, the documents to prevail shall be given precedence in the following order:
 - (a) The Purchase Order
 - (b) The Commission's License Agreement -Option 1 or 2 as applicable (Annex A)
 - (c) The Commission's General Conditions of Contract (Annex B), incorporated herein by reference [Microsoft Word - CTBTO General Conditions of Contract 08-10-2021 final clean.docx](#)
 - (d)

Use of former Preparatory Commission for the CTBTO ("Commission") employees in the preparation of Quotations:

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 Quotation 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.

The quotation shall be submitted in writing to the email address below:

procurement@ctbto.org

Bidders shall take note of the attached price schedule instructions when submitting the quotation.

Should there be items on our list that you cannot include in the quotation, we would appreciate you marking them, and returning the information to us, together with the names of any potential bidder(s) known to you. Please do this even if you cannot submit a quotation for any of the items and kindly don't forward the RFQ to any other parties without our knowledge.

Please confirm, within 5 working days, the receipt of this RFQ and your confirmation whether you will submit a quotation by the closing date mentioned herein.

Attachments:

- The Commission's license Agreement option 1 or option 2 as applicable (Annex A)
- The Commission's Terms of Reference (Annex C)
- Evaluation Criteria & Method
- Technical compliance matrix
- Statement of Confirmation
- Vendor Profile Form

BIDDER'S STATEMENT
PLEASE STATE BELOW & SUBMIT WITH PROPOSAL

Delivery Time:
Shipping weight (kg) and Volume (m ³) – if applicable:
List of recommended consumables and spares including prices and details on local availability, if applicable (please tick): <input type="checkbox"/> For one year period <input type="checkbox"/> For a period of
Warranty period applicable (it shall be for a minimum of 24 months , starting from the acceptance of the goods/services by the Commission) – please tick below: <input type="checkbox"/> For a two-year period <input type="checkbox"/> For a period of Note: The provisions of article 28 of the Commission's General Conditions of Contract apply to the services to be provided under the Purchase Order, wherever it is referred to "Goods" it shall read "Services".
Availability of local service in Vienna, Austria (if any):
State country of origin or assembly of all items quoted:
Quantity discount and early payment discount (if any):
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. Included in this quotation : Yes <input type="checkbox"/> No <input type="checkbox"/>
Confirmation that the bidder has reviewed the Commission's License Agreement (Please advise the applicable option to you), the Commission's General Conditions of Contract, and agreed to all terms and conditions. <div style="text-align: center;"> Yes <input type="checkbox"/> No <input type="checkbox"/> </div>
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). <div style="text-align: center;"> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/> </div>
Remarks:
Name:
Name & Title of Contact Person:
Signature & date:

SAMPLE OF PRICE SCHEDULE

1. The Price Schedule must provide a detailed cost breakdown for each item. The Price Schedule must provide a detailed cost breakdown for each item. Delivery costs, and other estimated costs (e.g. customs duties, VAT, etc.) shall be quoted separately.
2. Technical descriptions for each proposed item must provide sufficient detail to allow the Commission to determine compliance of Bid with specifications as per Terms of Reference and/or Technical Specifications of this RFQ.
3. Currency: Please quote in EURO or US\$ only.
4. The format shown below shall be used in preparing the price quotation. The format uses a specific structure that may or may not be applicable but is indicated to serve as an example only.

Price Schedule: RFQ for Goods/Equipment					
Item No.	Description of Item	Qty.	Unit	Cost per Unit	Total Cost per item
	Item 1				
	Item 2				
	Item X				
	Item Y				
	Item Z				
	EQUIPMENT TOTAL				
	OTHER COSTS (if any)				
	SUBTOTAL				
	Estimated or Firm Fixed Delivery Costs*				
	Estimated Taxes, if applicable*				
	GRAND TOTAL (DDU or DDP as per the RFQ)				

SAMPLE ONLY

Signature of Bidder:

Date:

***Note:**

1. Please show costs for delivery and taxes separately.
2. Delivery costs shall include packing, handling, insurance, shipment, custom clearance and local delivery to final destination.
3. Applicable taxes, when authorized prior to the award of the order, will be reimbursed by the Commission on the basis of actual amounts paid and documented.
4. Make it clear that the quoted charge is an estimate, by indicating **“Estimate”** or **“Approx.”** or **“Firm Fixed”**
5. Estimated costs (other than taxes) shall mean that the Commission shall pay the actual cost, not to exceed the estimate by more than ten (10) percent, in the event of an order.

Please be informed that all open competitive tenders of the CTBTO are available on the Web. For more information, please visit <http://www.ctbto.org/procurement>

Evaluation Criteria and Method

TABLE 1:Automation of Microsoft 365, Intune and Entra configurations

STAGE 1: MANDATORY Requirements (PASS/FAIL)

ToR Ref	Criteria	PASS/FAIL
2	The solution can automate, monitor, and enforce the desired state of the Microsoft 365 environment	
	Solution is able to provide inventory and discovery of Microsoft 365 components, settings, policies, and licenses	
	configuration and change management of Microsoft 365 components, settings, policies, and licenses	
	Solution provides compliance and security management of Microsoft 365, components, settings, policies, and licenses	
	Solution is able to provide reporting and auditing of Microsoft 365, components, settings, policies, and licenses	
	Backup and restore of Microsoft 365 components, settings, policies, and licenses	
3	Regular backup or snapshots Microsoft 365 configurations (including Entra, Intune, Defender, Purview)	
	Solution Able to maintain a version history of configuration changes	
	Solution is able to compare tenants with baseline	
	Solution is able to track configuration drift and send alerts	
	Solution maintains audit trail for Microsoft 365 and MS Defender configuration changes	
	Solution supports restore configurations to desired states with point-in-time restoration of configurations	
	Solution supports multiple tenants (at least 2 tenants)	
4	Contractor provider software specification and requirements for the configuration management solution	
5.1	Contractor is able to provide implementation and testing plan as well as knowledge transfer	
5.2	Contractor is able to provide support services	
7	Contractor possess Microsoft partner and ISO 27001 certifications	
8	Contractor's personnel - Microsoft Certified: Azure Administrator Associate	
8	Contractor's personnel - Microsoft 365 Certified: Security Administrator Associate	
8	Contractor's personnel - Microsoft Certified: Enterprise Administrator Expert	

		EVALUATION CRITERIA	Points		
			Max Points	Factor	Weighted score
	2	Fulfilment of other technical requirements as demonstrated in the Technical Compliance Matrix	5	10	50
	2	Solutions ability to perform inventory and discovery of Microsoft 365 components, settings, policies, and licenses	5	10	50
	3	Ability to detect configuration and change management of Microsoft 365 components, settings, policies, and licenses	5	5	25
		Capabilities of reporting and auditing of Microsoft 365, components, settings, policies, and licenses	5	5	25
		Scope of backup and restore of Microsoft 365 components, settings, policies, and licenses	5	5	25
	5.3	Design, Implementation, Testing and training Plans	5	5	25
	5	Level of supports services offered	5	5	25
	8	Level of Consulting Services - Optional - Bonus certification level	5	5	25
TOTAL - Technical Evaluation			40		250

EVALUATION METHOD:

1. Technical Evaluation:

The technical evaluation process will be done in two stages:

1) Stage 1: Technical proposals will first be evaluated against the mandatory requirements outlined in section 1 above, on a PASS/FAIL basis. Compliance with all mandatory requirements is required in order to pass stage 1 of the technical evaluation and to be further considered for stage 2 of the evaluation process;

2) Stage 2: The technical proposals that have passed stage 1 of the technical evaluation process, will be evaluated against the weighted criteria set forth in the evaluation matrix above.

In order to pass this stage, bidders must obtain **a minimum score of 150** and in accordance with the scoring table indicated below

TABLE 2

0	Unsatisfactory - Response incomplete, inadequate and/or non-responsive to the criterion. Bidder does not clearly understand the criterion.
1 - 2	Weak - Does not meet the minimum technical, functional, or performance related criterion.
3	Good - Meets the minimum requirements of the criterion.
4	Very good - Exceeds the criterion in some areas.
5	Excellent - Exceeds the criterion in all areas.

2. Financial and commercial evaluation

Once the technical evaluation is finalized, the financial offers of the technically compliant bidders will be evaluated in accordance with the formula given below:

X= Max Available Points * Y/Z

Legend:

X= points to be assigned to the offer being evaluated

Y= price of the lowest priced, technically compliant offer

Z= price of the offer being evaluated

The weight of the technical and financial components is **60%** and **40%** respectively.

AUTOMATION OF MICROSOFT 365, INTUNE AND ENTRA CONFIGURATIONS

TECHNICAL COMPLIANCE MATRIX

Below sets out the Minimum content of the Proposal and the Mandatory Requirements of the Bid. Bidders are requested to demonstrate compliance with the requirements and add any further information in support of their Bid. Please refer to the relevant section of the Technical Specification for further explanation of the requirements. The information provided will form an integral part of the technical evaluation process.

Part II of this document must be completed and returned as part of the Proposal

Part I

Item	Minimum content
1. Executive Summary	Provide an overview of the proposal
2. Experience, Resources and Project Management	
2.1 Corporate Profile and Values	<ul style="list-style-type: none">Brief background of the company, mission/vision, ownership, size, location, number of personnel by type profile, etc.Company business structure and its authority to execute all Work under the Contract.If a consortium, provide a clear explanation of the business relationship between the members and governance for the execution of this project.In case the Bidder requires the services of subcontractors, the Proposal shall include:<ul style="list-style-type: none">a) Relationship of the Bidder's business to any subcontractor(s) that will be used.b) Names, addresses, legal status, and qualifications of major sub-contractor(s) proposed by your organization.c) The scope of work and nature of subcontracting.
2.2 References	The Bid shall include a minimum of 3 client references with their offer
2.3 Requirements for the Contractor	The Bid should address and describe all requirements spelled out under Section 11 of the Technical Specifications.
3. Meeting the Requirements	
3.1 Understanding of the Specifications	<ul style="list-style-type: none">Please describe your understanding of the services that are to be provided under this Specifications, detailing key assumptions that impact the Bid.
4. 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.

Part II

Ref No. of Specifications	Mandatory Requirements	Bidder's Response		Indicate the section in your Bid and insert details of goods offered, including specifications and brand/model offered if applicable
		<i>Please tick whichever is applicable</i>		
		Yes	No	
2	The solution can automate, monitor, and enforce the desired state of the Microsoft 365 environment			
	Solution is able to provide inventory and discovery of Microsoft 365 components, settings, policies, and licenses			
	configuration and change management of Microsoft 365 components, settings, policies, and licenses			
	Solution provides compliance and security management of Microsoft 365, components, settings, policies, and licenses			
	Solution is able to provide reporting and auditing of Microsoft 365, components, settings, policies, and licenses			
	Backup and restore of Microsoft 365 components, settings, policies, and licenses			
3	Regular backup or snapshots Microsoft 365 configurations (including Entra, Intune, Defender, Purview)			
	Solution Able to maintain a version history of configuration changes			
	Solution is able to compare tenants with baseline			
	Solution is able to track configuration drift and send alerts			
	Solution maintains audit trail for Microsoft 365 and MS Defender configuration changes			
	Solution supports restore configurations to desired states with point-in-time restoration of configurations			
	Solution supports multiple tenants (at least 2 tenants)			

4	Contractor provide software specification and requirements for the configuration management solution			
5.1	Contractor is able to provide implementation and testing plan as well as knowledge transfer			
5.2	Contractor is able to provide support services			
7	Contractor possess Microsoft partner and ISO 27001 certifications			
8	Contractor's personnel have relevant experience			

ANNEX A

[Option 1 – to be used when the Contractor is the owner of the software]

LICENSE AGREEMENT

1. PREAMBLE

- 1.1. This License Agreement is part of the Contract entered between the Commission and the Contractor (hereinafter collectively referred to as the “Parties”).
- 1.2. The Contractor possesses intellectual property rights to the software (hereinafter referred to as the “Software”) and relevant documentation (hereinafter referred to as the “Documentation”).
- 1.3. The Contractor is willing to grant and the Commission desires to acquire a non-exclusive, non-transferable and irrevocable License as provided below.
- 1.4. The Parties hereto have agreed as follows.

2. DEFINITIONS

As used herein, the following terms shall have the following definitions:

- 2.1. “License Agreement” means the present document.
- 2.2. “License” means the license to the Software and Documentation granted under this License Agreement.
- 2.3. “Documentation” means the Contractor’s copyrighted materials that document functions of the Software.
- 2.4. “Effective Date” means the date of the last signature by the representatives of the Parties of the Contract, on which the Contract shall enter into force.
- 2.5. “Eligible Users” means the Commission’s employees and/or direct contractors.
- 2.6. “Software” means the software listed in the Contract.

Capitalized terms shall have the same meaning as defined in the Contract and the General Conditions of Contract, unless expressly otherwise defined herein.

3. GRANT OF RIGHTS AND LICENSES

- 3.1. The Contractor hereby grants the Commission a non-exclusive, non-transferable, irrevocable License to use the Software and Documentation, under the terms and conditions set forth herein.
- 3.2. The Commission is authorized to use the Software and Documentation only for activities related to the fulfilment of mandate and purposes of the CTBT including the performance of services of the Commission’s own commercial and/or government customers. The Commission is not authorized to sublicense, distribute, sell, or grant access to the Software, or integrate it into products or computer software programs of third parties unless required for the performance of activities related to its mandate.
- 3.3. Access to, and use of, the Software is restricted to Eligible Users.
- 3.4. The Commission agrees to protect the Software and the Documentation from use by, or disclosure or distribution to, persons who are not Eligible Users.
- 3.5. The Commission is authorized to make copies of the Documentation provided by the Contractor only for internal distribution. Copies of the Software may be made by the Commission only for back-up and archival purposes.
- 3.6. The Commission agrees not to remove or destroy any proprietary markings, restrictive legends, or intellectual property notices on or in the Software and Documentation.

- 3.7. All title, ownership rights and intellectual property rights in and to the Software and the Documentation shall remain with the Contractor. The Commission acquires no title, right or interest in the Software or the Documentation, other than the License(s) specifically granted herein by the Contractor and the title to the media upon which the Software is delivered.

4. SUPPLY OF SOFTWARE AND DOCUMENTATION

- 4.1. The Contractor shall supply to the Commission a properly functioning and fully tested Software system, as well as its new versions, releases and/or upgrades.
- 4.2. The Contractor shall provide the Commission with the Documentation, as well as catalogues and other descriptive literature with respect to the Software and its new versions, releases and/or upgrades.

5. WARRANTY

- 5.1. The Contractor warrants that the licensing and use of the Software by the Commission in accordance with the terms of this License Agreement shall not infringe any copyright, patent or registered design rights of any third party.

6. INDEMNITY

- 6.1. If any claims of copyright infringement are asserted against the Commission by virtue of the infringement by the Contractor of a third party intellectual property rights through the grant of this Software License, the Contractor agrees, upon written notification of such claim by the Commission, to indemnify, hold and save harmless the Commission from and against all such suits, claims, demands and liability, including costs and expenses incurred by the Commission. The Commission shall give the Contractor due notice in writing of any such claim and, without prejudice to the Commission's privileges and immunities under international law, the Commission shall give the Contractor the opportunity to defend the Commission against any such claim at its discretion.
- 6.2. If, as a result of any claim, suit or proceeding so defended, any of the Software is held to constitute an infringement or its use by the Commission is enjoined, the Contractor shall, at its

option and expense, either (i) procure for the Commission the right to continue using said Software; (ii) replace it with substantially equivalent non-infringing Software; or (iii) modify it so that it becomes non-infringing.

- 6.3. If the violation of Software rights is the result of the use of the Software in combination with other products not delivered by the Contractor, then the Contractor shall not be held liable.

7. INSOLVENCY AND BANKRUPTCY

- 7.1. Should the Contractor become insolvent or be adjudged bankrupt, the Commission, after having paid the Contract Price, will retain the License to use the Software, whether or not the Commission elects to terminate the Contract under Clause 21 of the General Conditions of Contract.

ANNEX A

[Option 2 – to be used when the Contractor is not the owner of the software, but has a right to grant a license to the software]

LICENSE AGREEMENT

1. PREAMBLE

- 1.1. This License Agreement is part of the Contract entered between the Commission and the Contractor (hereinafter collectively referred to as the “Parties”).
- 1.2. The Contractor certifies that it has a right to grant a license (hereinafter referred to as the “License”) to the software (hereinafter referred to as the “Software”) and relevant documentation (hereinafter referred to as the “Documentation”) under this License Agreement, while the manufacturer of the Software retains all intellectual property rights to the Software and Documentation.
- 1.3. The Contractor is willing to grant and the Commission desires to acquire a non-exclusive, non-transferable and irrevocable License as provided below.
- 1.4. The Parties hereto have agreed as follows.

2. DEFINITIONS

As used herein, the following terms shall have the following definitions:

- 2.1. “License Agreement” means the present document.
- 2.2. “License” means the license to the Software and Documentation granted under this License Agreement.
- 2.3. “Documentation” means the manufacturer’s copyrighted materials that document functions of the Software.
- 2.4. “Effective Date” means the date of the last signature by the representatives of the Parties of the Contract, on which the Contract shall enter into force.
- 2.5. “Eligible Users” means the Commission’s employees and/or direct contractors.

- 2.6. “Software” means the software listed in the Contract.

Capitalized terms shall have the same meaning as defined in the Contract and the General Conditions of Contract, unless expressly otherwise defined herein.

3. GRANT OF RIGHTS AND LICENSES

- 3.1. The Contractor hereby grants the Commission a non-exclusive, non-transferable, irrevocable License to use the Software and Documentation, under the terms and conditions set forth herein.
- 3.2. The Commission is authorized to use the Software and Documentation only for activities related to the fulfilment of mandate and purposes of the CTBT including the performance of services of the Commission’s own commercial and/or government customers. The Commission is not authorized to sublicense, distribute, sell, or grant access to the Software, or integrate it into products or computer software programs of third parties unless required for the performance of activities related to its mandate.
- 3.3. Access to, and use of, the Software is restricted to Eligible Users.
- 3.4. The Commission agrees to protect the Software and the Documentation from use by, or disclosure or distribution to, persons who are not Eligible Users.
- 3.5. The Commission is authorized to make copies of the Documentation provided by the Contractor only for internal distribution. Copies of the Software may be made by the Commission only for back-up and archival purposes.

3.6. The Commission agrees not to remove or destroy any proprietary markings, restrictive legends, or intellectual property notices on or in the Software and Documentation.

3.7. All title, ownership rights and intellectual property rights in and to the Software and the Documentation shall remain with the manufacturer. The Commission acquires no title, right or interest in the Software or the Documentation, other than the License(s) specifically granted herein by the Contractor and the title to the media upon which the Software is delivered.

4. SUPPLY OF SOFTWARE AND DOCUMENTATION

4.1. The Contractor shall supply to the Commission a properly functioning and fully tested Software system, as well as its new versions, releases and/or upgrades.

4.2. The Contractor shall provide the Commission with the Documentation, as well as catalogues and other descriptive literature with respect to the Software and its new versions, releases and/or upgrades.

5. WARRANTY

5.1. The Contractor warrants that the licensing and use of the Software by the Commission in accordance with the terms of this License Agreement shall not infringe any copyright, patent or registered design rights of any third party.

6. INDEMNITY

6.1. If any claims of copyright infringement are asserted against the Commission by virtue of the infringement by the Contractor of a third party intellectual property rights through the grant of this Software License, the Contractor agrees, upon written notification of such claim by the Commission, to indemnify, hold and save harmless the Commission from and against all such suits, claims, demands and liability, including costs and expenses incurred by the Commission. The Commission shall give the Contractor due notice in writing of any such claim and, without prejudice to the Commission's privileges and immunities under international law, the Commission shall give the Contractor the opportunity to defend the Commission against any such claim at its discretion.

6.2. If, as a result of any claim, suit or proceeding so defended, any of the Software is held to constitute an infringement or its use by the Commission is enjoined, the Contractor shall, at its option and expense, either (i) procure for the Commission the right to continue using said Software; (ii) replace it with substantially equivalent non-infringing Software; or (iii) modify it so that it becomes non-infringing.

6.3. If the violation of Software rights is the result of the use of the Software in combination with other products not delivered by the Contractor, then the Contractor shall not be held liable.

7. INSOLVENCY AND BANKRUPTCY

7.1. Should the Contractor become insolvent or be adjudged bankrupt, the Commission, after having paid the Contract Price, will retain the License to use the Software, whether or not the Commission elects to terminate the Contract under Clause 21 of the General Conditions of Contract.

ANNEX C

Terms of Reference

Automation of Microsoft 365, Intune and Entra configurations

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1 Introduction

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (hereinafter referred to as the “Commission”) is the international organization setting up the global

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verification system foreseen under the Comprehensive Nuclear-Test-Ban Treaty (hereinafter referred to as the “Treaty” and/or the “CTBT”), which is the Treaty banning any nuclear weapon test explosion or any other nuclear explosion. The Treaty provides for a global verification regime, including a network of stations worldwide, a communications system, an International Data Centre, and on-site inspections to monitor compliance. More information can be found at www.ctbto.org

The Commission is using Microsoft Office 365, Intune and Entra as its main platforms for productivity, collaboration, device and apps management. These platforms require a robust and efficient configuration management solution to ensure compliance, security, performance and availability of the Commission's IT services and resources.

To enhance efficiency, automation, and improve its readiness for disaster recovery, the Commission wishes to hire a reputable company to deploy and license a solution which supplements the absence of native solution.

2. Scope of work and technical specifications

The scope of the work under the Contract is to deploy, integrate, and support a configuration management solution for Microsoft 365, Intune, Entra, Defender and Purview at the Commission's premises in Vienna.

The solution shall have the following technical characteristics:

- Be cloud based
- Use one of the following repositories: gitlab or AzureDevOps
- Be able to manage 2 tenants with the possibility to expand
- Present a graphical user interface

The solution shall allow automation, monitoring, and enforcing of the desired state of the Commission's Microsoft 365 (Office 365, Intune, Entra, Defender and Purview) environments. The configuration management solution should provide the following capabilities:

- Inventory and discovery of Microsoft 365 components, settings, policies, and licenses
- Configuration and change management of Microsoft 365 components, settings, policies, and licenses
- Compliance and security management of Microsoft 365, components, settings, policies, and licenses
- Reporting and auditing of Microsoft 365, components, settings, policies, and licenses
- Backup and restore of Microsoft 365 components, settings, policies, and licenses
- integration with the Commission's existing IT service management, monitoring, and security tools is desirable

Contractor shall also provide:

- Services for solution design, configuration, implementation, software installation, integration, documentation, and maintenance support (warranty) of the configuration management solution

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- Training and knowledge transfer for the Commission's IT staff on the configuration management solution
- Any supplemental software or service required to set up the configuration management solution, following the manufacturer's best practices, shall be included in the proposal with a written justification and explanation

The Commission may request the optional items defined in this ToR at its sole discretion.

3 Technical specifications

- 1- Regular backup or snapshots Microsoft 365 configurations (including Entra, Intune, Defender, Purview)
- 2- Desire State Configuration
- 3- Maintain a version history of configuration changes
- 4- Possibility to compare tenants with baseline
- 5- Track configuration drift and send alerts
- 6- Audit trail for Microsoft 365 and MS Defender configuration changes
- 7- Possibility to restore configurations to desired states with point-in-time restoration of configurations
- 8- Monitoring and reporting
- 9- Multitenant (02 tenants)
- 10- Manage users across hybrid AD and Entra environments with support of automations

4 Software

The Contractor must provide the software specifications and requirements for the configuration management solution, including but not limited to the following information:

- Name, version, and vendor of the configuration management software
- Operating system, database, and other software dependencies
- Software licenses and subscription fees
- Software features and functionalities
- Software updates and upgrades
- Compatibility and interoperability with the Commission's existing IT infrastructure

5 Mandatory Work

The Contractor must verify and confirm that the existing Commission's technical IT infrastructure is compatible with proposed configuration management solution. The high level overview of IT infrastructure will be provided to the Contractor at explicit request. In this request, the Contractor must specify in detail all the items they are interested in. A Compatibility Matrix document certifying compatibility must be included in the proposal.

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5.1 Organization of the Work

Software installation and configuration shall be done remotely unless otherwise requested by the Commission.

The following draft documents must be included in the proposal.

- Design and installation plan to be used as a starting point for the Design Workshop
- Implementation and acceptance testing plan
- Training and knowledge transfer plan

All draft documents are subject to the approval of the Commission and shall be adapted until considered acceptable.

A workshop shall be held no later than four (4) weeks after the contract has been awarded. All the above draft documents shall be discussed and may be adopted at this workshop together with the Commission's specialists.

5.2 Software Support Services

For each item specified under section 4 above, the Contractor shall provide software support services for five (5) years starting from the Commission's acceptance of the implementation.

The contractor should actively notify the Commission about releases of software updates and upgrades, bugs and security fixes and must support and assist the Commission's specialists in installing such.

The Contractor must provide a single point of contact (including a telephone "hotline" number) for support requests for services.

The support services shall allow the Commission to open cases directly with the manufacturer if it so desires.

The manufacturer must provide the "back-end" support contract(s).

No third party (e.g., reseller or third-party support provider) is allowed between the Contractor and the manufacturer.

All communications concerning support and maintenance issues shall be conducted in English.

The software support service level for the configuration management software and other software products provided under the proposal must meet or exceed the following minimum requirements:

- 24x7 support, 4-hour response, 6-hour committed repair for Severity 1 issues
- Unlimited number of support requests
- Up to 6 accounts in the support portal
- Remote support (e.g., via Microsoft Teams)
- Online access to documentation and technical resources, knowledge base, and discussion forums
- Online access to product updates and upgrades

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5.3 Training and Knowledge Transfer

The Contractor shall provide training and knowledge transfer for the Commission's IT staff on the configuration management solution, following the agreed training plan.

Minimum requirement for training is at least one working day for up to 6 participants.

The training and knowledge transfer shall cover the following topics:

- Overview of the configuration management solution architecture, components, and features
- Installation, configuration, and administration of the configuration management solution
- Inventory and discovery of Microsoft 365 components, settings, policies, and licenses
- Configuration and change management of Microsoft 365 components, settings, policies, and licenses
- Compliance and security management of Microsoft 365 components, settings, policies, and licenses
- Reporting and auditing of Microsoft 365 components, settings, policies, and licenses
- Backup and restore of Microsoft 365 components, settings, policies, and licenses
- Integration with the Commission's existing IT service management, monitoring, and security tools
- Troubleshooting and support of the configuration management solution

The training and knowledge transfer shall be delivered in the following formats:

- Classroom training sessions at the Commission's premises in Vienna or online training sessions via Microsoft Teams or other suitable platforms
- Hands-on exercises and demonstrations on the configuration management solution
- Documentation and manuals on the configuration management solution

The training and knowledge transfer shall be conducted in English.

5.4 Implementation and acceptance testing

Following the Commission's approval of the final design, the Contractor shall implement the agreed design plan together with the Commission's specialists on the configuration management solution.

After the design solution and the software has successfully been installed and implemented, thorough tests according to the agreed test plan shall be conducted by the Contractor in collaboration with the Commission's specialists.

The tests shall include but not be limited to the following scenarios:

- Inventory and discovery of Microsoft 365 components, settings, policies, and licenses
- Configuration and change management of Microsoft 365 components, settings, policies, and licenses
- Compliance and security management of Microsoft 365 components, settings, policies, and licenses
- Reporting and auditing of Microsoft 365 components, settings, policies, and licenses

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- Backup and restore of Microsoft 365 components, settings, policies, and licenses
- Integration with the Commission's existing IT service management, monitoring, and security tools
- Resiliency and availability of the configuration management solution

Upon the successful completion of the acceptance tests, the Commission's specialist will sign the acceptance document provided by the Contractor. This acceptance document shall be the basis for the appropriate payment under the Contract.

6 Optional Work

The following activities are optional and shall be implemented only if requested in writing by the Commission and at its sole discretion:

Assistance with configuring automation scripts for users provisioning and applications packaging and deployment

6.1 Consulting Services

During each year of the support services period referred to in Section 5.2 above, the Commission shall have the right but not the obligation to call off a maximum of 10 person-days of consulting activities, which the Commission may request, as required, for additional services related to the scope of these Terms of Reference.

The Commission shall request these consulting services in the form of a Work Order (WO) in accordance with the Contract.

The rate for each person-day of consultancy work shall be as agreed to under the awarded Contract.

The smallest unit in which person-days may be called off shall be half a day (four (4) working hours).

These services are expected to be performed remotely.

7 Requirements for the Contractor

The Contractor must hold the following certificates:

- Microsoft partner (Azure/Enterprise Mobility & Security/Microsoft 365/Office 365)
- ISO/IEC 27001 and ISO 27018 certifications

8 Requirements for Contractor's Personnel

8.1 Required technical knowledge

Minimum certification level:

- Microsoft Certified: Azure Administrator Associate

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- Microsoft 365 Certified: Enterprise Administrator Expert
- Microsoft 365 Certified: Security Administrator Associate

Optional - Bonus certification level (in addition to the above minimum level):

- Microsoft Certified: Azure Solutions Architect Expert
- Microsoft Certified: Azure Security Engineer Associate
- Microsoft Certified: DevOps Engineer Expert

8.2 Required experience

At least 5 years of experience in designing and building configuration management solutions for Microsoft 365, Intune and Entra.

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.
- o) The firm/organization expressly agrees to abide by the United Nations Supplier Code of Conduct.¹

Name (print): _____

Signature: _____

Title/Position: _____

Place (City and Country): _____

Date: _____

¹ <https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct>

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: Title:		
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;"> Organization: Value in US\$ Equivalent: Year: </div> <div style="display: flex; justify-content: space-between;"> Organization: Value in US\$ Equivalent: Year: </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 **signed and stamped** by an official legally authorized to enter into contracts on behalf of your organization:

Name:	Title:	Signature:	Date:
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Bank Details Bank Name: Bank Address: Exact Account Holder Name:	Beneficiary Details 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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Additional Details (if applicable)

 Correspondent bank:

 Correspondent account number:

 Correspondent SWIFT/BIC:

 Tax Identification Number:

FOR CTBTO USE ONLY		
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.