



TO: All BIDDERS FROM: Alexandre Stomov
Procurement Officer, Procurement Services
Section

DATE: 13 March 2026 REF.: RFQ No. 2026-0011/STOMOV

EMAIL: n/a EMAIL: procurement@ctbto.org

SUBJECT: **Clarification No.1**
Service Maintenance of Security & Surveillance System- RE-BID

Dear Bidders,

Reference is made to the Request for Quotation No. 2026-0011/STOMOV pertaining to “Service Maintenance of Security & Surveillance System- RE-BID” (the “RFQ”).

Please find attached:

- **Clarifications No. 1** to questions raised by interested bidders.

Clarifications No. 1 are an integral part of the RFQ documents and shall be considered in the preparation and submission of the proposal.

We are looking forward to receiving your bid prior to the deadline for the submission of bids of **Monday 16 March 2026 17:00 hours, Vienna (Austria) local time.**

Sincerely,

Alexandre Stomov
Procurement Officer, Procurement Services Section

Attachments:

1. Clarifications No. 1

Clarifications No. 1

Service Maintenance of Security & Surveillance System- RE-BID RFQ No. 2026-0011/STOMOV	
Clarifications	
Question	Answers from the Commission
<p><u>Question 1</u></p> <p><i>Please confirm that this bid is open to international bidders</i></p>	<p><u>Answer 1</u></p> <p>Open to preferably only local bidders.</p>
<p><u>Question 2</u></p> <p><i>Please confirm brands, models, Video management solution, software, and quantities of: Smart client 2019 R1 , Salto, Vissecca and SQL</i></p>	<p><u>Answer 2</u></p> <p>a) cameras: HIKVISION (indoors and outdoors) total of 52 cameras b) access control equipment: Online and Offline doors</p>
<p><u>Question 3</u></p> <p><i>Could the Commission please provide details regarding the currently installed security and surveillance system, including manufacturers, models and versions of cameras, recording systems, access control devices and management software currently deployed at the TeST Centre?</i></p>	<p><u>Answer 3</u></p> <p><i>Salto (access system), Vissecca (BMS), Smart clien 2019 R1. HIKVISION (indoor & outdoors) camera devices.</i></p>
<p><u>Question 4</u></p> <p><i>Could the Commission provide an overview of the system architecture, including the approximate number of cameras, servers, storage devices, network equipment and access control devices installed at the facility?</i></p>	<p><u>Answer 4</u></p> <p><i>54 cameras, system architecture can be available onsite, NAS system</i></p>
<p><u>Question 5</u></p> <p><i>Will the successful bidder be provided with the existing system documentation, including system design drawings, configuration files, network diagrams and previous maintenance reports?</i></p>	<p><u>Answer 5</u></p> <p><i>Maintenance report can be available, any relevant available documentation can be made available</i></p>



Question 6

Could the Commission clarify the expected frequency of on-site maintenance visits during the service period?

Answer 6

This will depend on the workforce of the successful bidder as well as how fast they have a good grasp of the system.