

## REQUEST FOR PROPOSAL

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**To:** ALL BIDDERS

**CTBTO Ref. No.:** 2026-0035/POLONSKAYA  
(PLEASE QUOTE ON ALL COMMUNICATIONS)

**Tel. No.:** +43 (1) 26030-6350

**E-mail:** procurement@ctbto.org

**Date:** 09 Apr 26

**Subject:** CISCO STC Onsite Hardware Maintenance and Support Services

**Deadline for Submission:** 06 May 26

**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 email as soon as possible.

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

Yours Sincerely,

Sally Alvarez de Schreiner  
Chief, Procurement Services Section

**ACKNOWLEDGEMENT FORM**

<b>Solicitation No:</b> 2026-0035	<b>Closing Date:</b> 06 May 26
<b>Title:</b> CISCO STC Onsite Hardware Maintenance and Support Services	<b>Vienna Local Time:</b> 17:00

**Procurement Staff:** Olga Polonskaya

**CTBTO Req. No.:** 0010029133

 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

<b>A: We shall submit our proposal</b>	
By: _____ (date)	Company Name: _____ Contact Name: _____ Email/Tel: _____

<b>B: We may submit and will advise</b>	
By: _____ (date)	Company Name: _____ Contact Name: _____ Email/Tel: _____

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

## 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, Austria, 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 2026-0035**) is for the provision “**CISCO STC Onsite Hardware Maintenance and Support Services**” (hereinafter referred to as the “Services”).

For this purpose, the Commission wishes to solicit a competitive offer (Proposal) for the required services in accordance with the attached 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 services are performed in timely manner, acceptable quality and at a reasonable cost.

### 2. Documents included in this RFP

This RFP consists of the following documents:

1. Letter of Invitation;
2. These Instructions for Preparation and Submission of Proposals, including the Bidder’s Statement and the following attachments:
  - Attachment 1: Procedure for Submission of Electronic Offers in 2 sealed files;
  - Attachment 2: Evaluation Criteria and Method;
  - Attachment 3: Technical Compliance Matrix; and
  - Attachment 4: Price Schedule Form.
3. Vendor Profile Form;
4. Statement of Confirmation;
5. The Commission’s Model Contract and its Annexes:
  - Annex A: The Commission’s General Conditions of Contract, also available at [Microsoft Word - 2026-01 General Conditions of Contract](#) and incorporated hereby by reference;
  - Annex B: The Commission’s Terms of Reference.

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

6. List of CTBT State Signatories available at [www.ctbto.org](http://www.ctbto.org) under [Status of Signatures and Ratifications | CTBTO](#) and incorporated hereby by reference.

### 3. Amendment of RFP Documents

At any time prior to the closing date for submission of Proposal, 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 Attachment 1 “PROCEDURE FOR SUBMISSION OF ELECTRONIC OFFERS IN 2 SEALED FILES”.**

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

The Commission will issue clarifications, if required. Bidders shall send their request for clarifications by e-mail as soon as possible after receipt of the solicitation documents, but in any case, no later than **10 (ten) business days prior to the Closing Date**. Questions will only be accepted via e-mail sent to:

E-mail: [procurement@ctbto.org](mailto:procurement@ctbto.org)  
Subject: RFP 2026-0035/Polonskaya - Request for Clarifications

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

Except in the case of responding to an RFP clarification, a bidder shall not 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 Services**

The services 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 available in the CTBTO website at [www.ctbto.org](http://www.ctbto.org) under [Status of Signatures and Ratifications | CTBTO](#). For purposes of this paragraph, "the origin" means the place from where the services are supplied.

**8. Type of Contract and Payment**

Type of contract and the terms and conditions of payment are described in 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 files:

- I. **Technical Proposal (no pricing/financial information shall be included);** and
- II. **Financial Proposal.**

## **PART I: TECHNICAL PROPOSAL**

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

No pricing/financial information shall be included in the Technical Section of the Proposal.

### **(a) Point of Contact**

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

### **(b) Documents Establishing the Eligibility and Qualifications of the Bidder**

#### **Bidder's Statement, Statement of Confirmation and Bidder's Profile**

The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor. In order to award a contract to a Bidder, its qualifications must be documented to the Commission's satisfaction and demonstrate that the Bidder has the financial, professional and technical qualifications necessary to perform the Services under the Contract.

- (a) The attached **Bidder's Statement** and **Statement of Confirmation** shall be duly filled-in and submitted together with the Proposal.
- (b) Qualifications of the Company: bidder shall provide details regarding the qualifications of the Company to demonstrate conformity to the requirements of the ToR (Annex C) Section E.

### **(c) Documents Establishing Technical Compliance of the Proposal**

In addition to the duly filled-in **Technical Compliance Matrix** attached hereto, the Technical Proposal shall include a section-by-section response to the Terms of Reference and provide an explanation of the bidder's understanding of the services to be rendered to satisfy the requirements referenced in the Terms of Reference, as well as demonstrated compliance of proposed items specifications, integration approach, proposed software solution, risk assessment plan and required timeframes confirmation.

The bidder may provide additional related content in attachments. 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.

### **(d) Sub-Contractors**

The Proposal shall include 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 company/organization shall be fully responsible for the performance of sub-contractors. All sub-contractors shall be legally established in one of the CTBT States Signatories, the list of which is available at [www.ctbto.org](http://www.ctbto.org) under [Status of Signatures and Ratifications | CTBTO](#) and incorporated hereby by reference.

### **(e) Commission's Inputs**

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

## **PART II: FINANCIAL PROPOSAL**

(i) The Financial Proposal shall be prepared in United States Dollars or Euro and shall breakdown, separately, the costs for each service required in the Terms of Reference in accordance with attached **Price Schedule Form**. The Form shall be duly filled-in and submitted together with the Proposal.

### **Indirect Taxes**

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 in the Price Schedule Form together with information on the nature of the tax and its method of calculation.

(ii) 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.

(iii) 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 the Proposal**

The Proposal shall be valid for ninety (90) 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 the Proposal**

- (a) The Commission will conduct the evaluation based on the criteria and method specified in the attached **Evaluation Criteria and Method**.
- (b) The Commission reserves the right, as it deems appropriate, to award to a single bidder, to award to multiple bidders in any combination or not to award to any of the bidders as a result of this RFP.

**14. Clarifications and Negotiations of the Proposal**

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

**15. Modification and Withdrawal of the 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 and time for the submission of the Proposal. The Proposal may not be modified subsequent to the closing date and time.

**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**

Bidder 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.

**19. Use of former employees of the Commission 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 Bid 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.

**20. Data Privacy Notice**

Any personal data provided to the Commission as part of this procurement exercise, via an offer or otherwise, and required for assessing offers will be treated by the CTBTO as confidential information and used on a 'need to know basis'.

The personal data that is provided in an offer will be processed by the CTBTO for the specific purpose of assessing the offer submitted in response to this solicitation and, in the event of award, contract implementation. This personal data forms an integral part of the offer and to any ensuing contracting arrangement and cannot be accessed, verified, rectified or deleted following the offer's submission other than through the Bidder's express notification to the CTBTO of any changes or errors or clarifications requested by the Commission during the evaluation process. This data includes, but is not limited to, the following:

- First and last name;
- Contact information, such as telephone numbers, or mailing addresses;
- Email addresses; and
- Information on skills, expertise and work experience.

In the event of award, Clause 49 (Personal Data Protection) of the Commission's General Conditions of Contract shall apply.

Nothing in these General Instructions to Bidders shall constitute a waiver, either express or implied, of the privileges and immunities of the CTBTO and its employees, which are specifically reserved.

**BIDDER'S STATEMENT**  
**PLEASE FILL THIS FORM & SUBMIT WITH THE PROPOSAL**

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:

.....

Availability of local service in Vienna, Austria (if any):

State country of origin of goods and services 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 Proposal : **Yes**  **No**

**Confirmation that the bidder has reviewed the Commission's Model Contract and General Conditions of Contract and agreed to all terms and conditions.**

**Yes**  **No**

**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).

Yes  No  Not applicable

**Remarks:**

**Name:**

**Name & Title of Contact Person:**

**Signature & date:**

## **“Procedure for Submission of Electronic Offers in 2 Sealed Files”**

The Commission invites you to submit your sealed offer (Bid, or Proposal) in response to the solicitation forming part of this request.

**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 the technical offer and the financial offer (labelling 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 Offer only* (in accordance with the below instructions)!**

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

Should you have any questions, please send an email to [procurement@ctbto.org](mailto: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 offers will not be accepted.**

### **INSTRUCTIONS:**

1. 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](http://7-zip.org))

2. In **LINUX** environment, you can use, for instance, “sha1sum” on the command line.

## Creating the archives for submission

Regardless of whether the offer 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 offer in the required format: assuming you are supplier “SOFTCOMP” and have the following files related to the offer for “RFP 2020-0010/EDWALD”. (*You will need to replace these elements with the real information for your actual offer in line with the relevant Instructions for Preparation and Submission of Proposals/Bids.*) 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 Offer (Proposal/Bid) component; the Financial Offer (Proposal/Bid) component is similar.

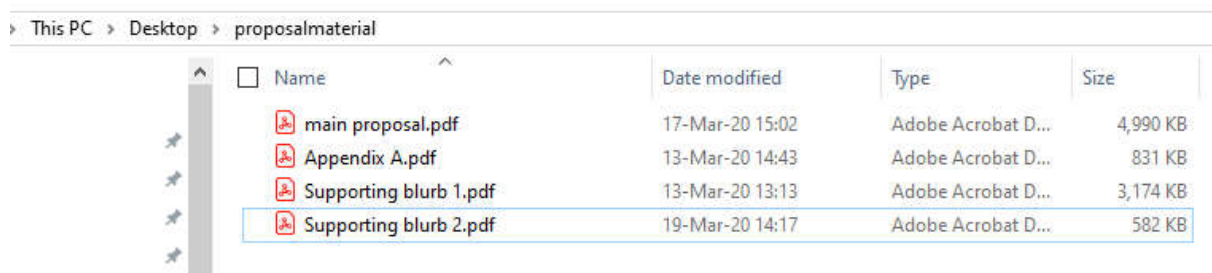


Figure 1 An example set of files to be submitted

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 offer in question: the actual company indicator, and the actual RFP/ITB identification string. Note that it is not possible to put a slash “/” in the file name, 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 Proposal/Bid.**

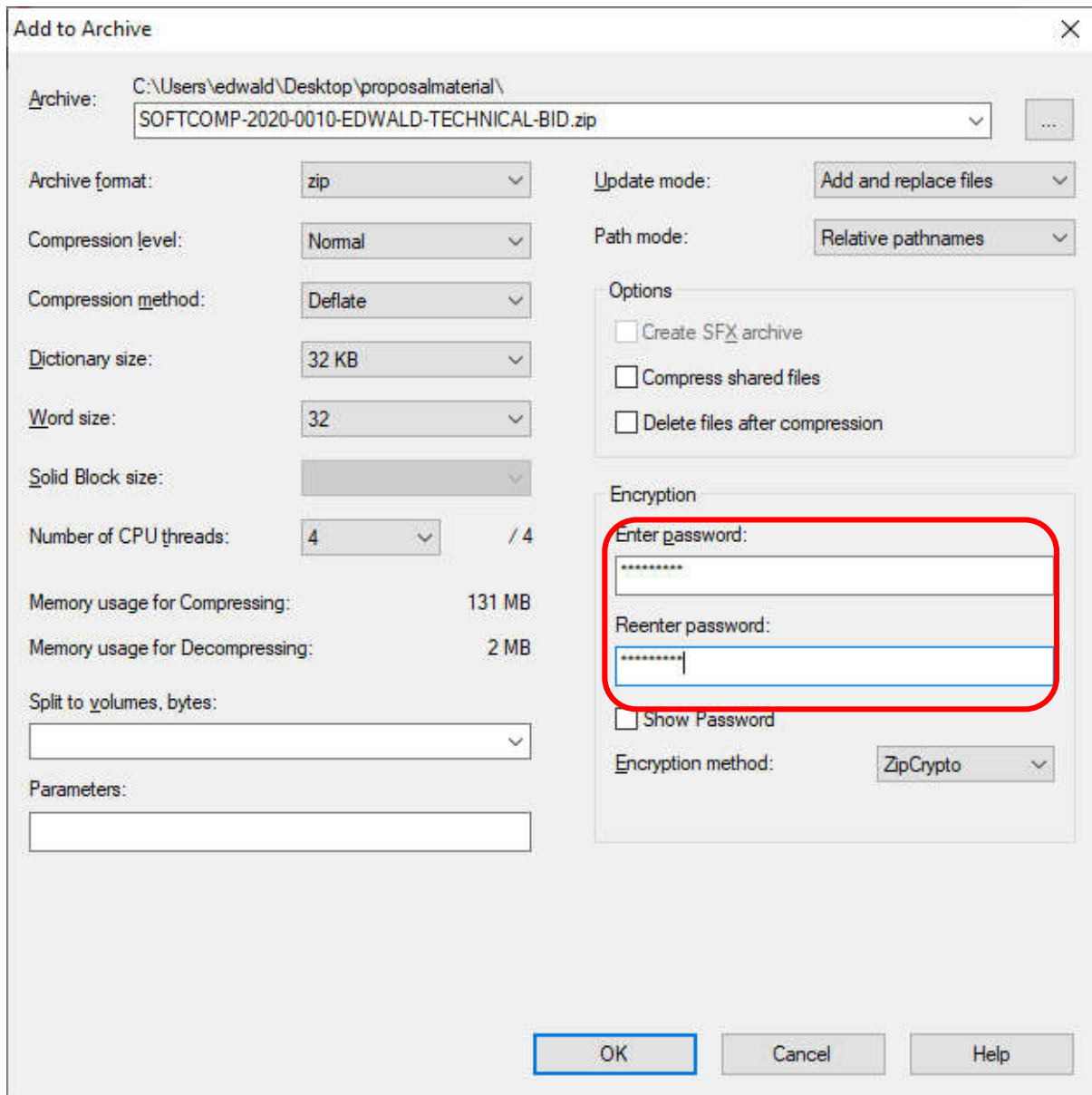


Figure 2 Creating an Archive

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 has not 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 Offer and the Financial Offer archives as attachments. The text of the email should contain the SHA1 information for both archives. **SEND THIS TO:** [sealed\\_bids@ctbto.org](mailto: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 Offer" the contents of which must contain the Encryption Key for the Technical Offer (the password you used when creating the Technical Offer). (Again, note the underscore between 'bid' and 'keys'.)

**SEND THIS TO:** [bid\\_keys@ctbto.org](mailto:bid_keys@ctbto.org)

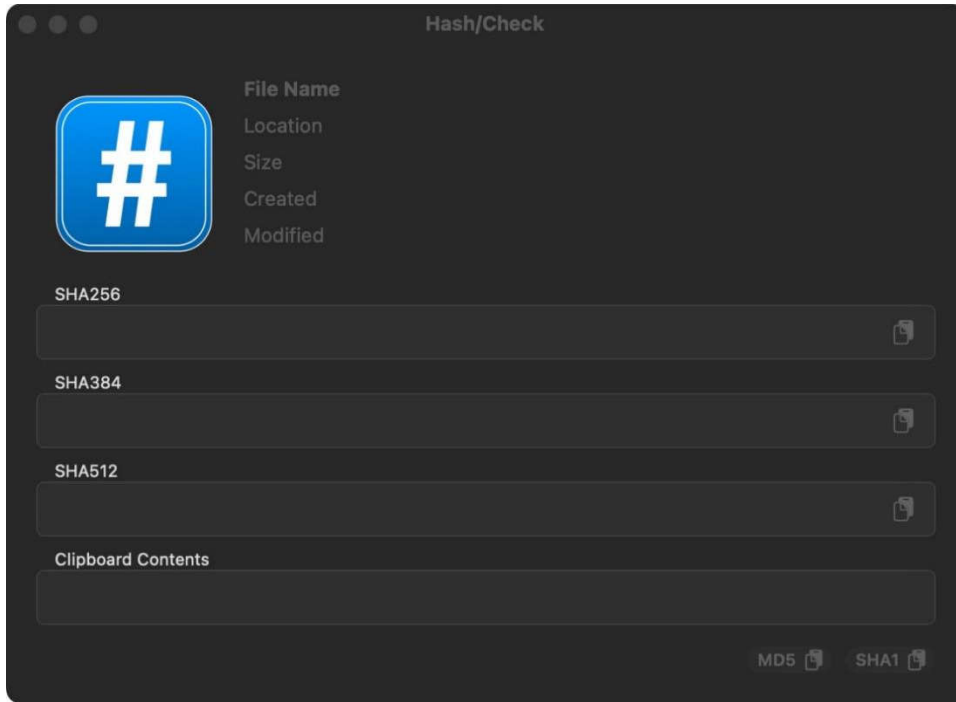
**IMPORTANT NOTE:** As stated above, only send the Encryption Key for the Technical Offer to the [bid\\_keys@ctbto.org](mailto:bid_keys@ctbto.org) mailbox when sending your Technical and Financial Offer to the [sealed\\_bids@ctbto.org](mailto:sealed_bids@ctbto.org) mailbox. You shall only send the Encryption Key for the Financial Offer to the Commission if and when informed by the Commission that your Technical Offer had been evaluated as "technically acceptable".

The Financial Offer Encryption Key will need to be provided by you to the same e-mail ([bid\\_keys@ctbto.org](mailto: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 Offer". If your Offer is not considered "technically acceptable", the Commission will not request an Encryption Key for your Financial Offer, and it will remain unopened.

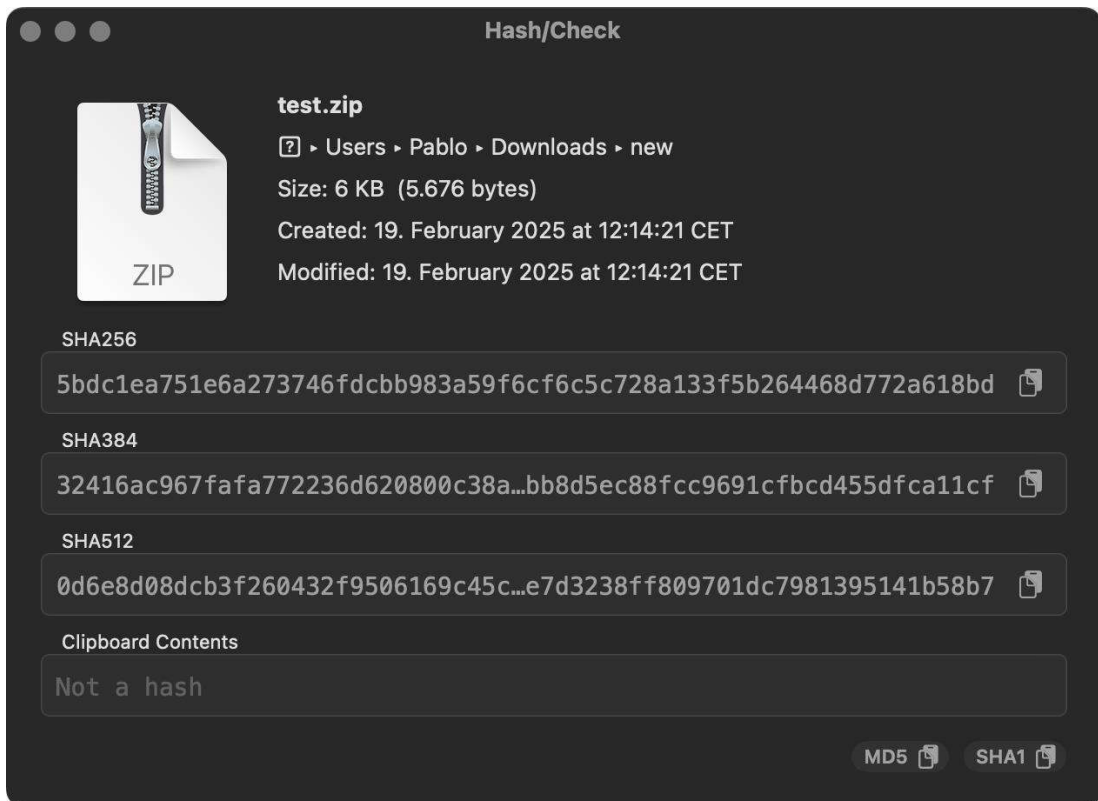
As mentioned above, should you have questions or difficulties, please send an e-mail to [procurement@ctbto.org](mailto:procurement@ctbto.org).

**For MAC users:**

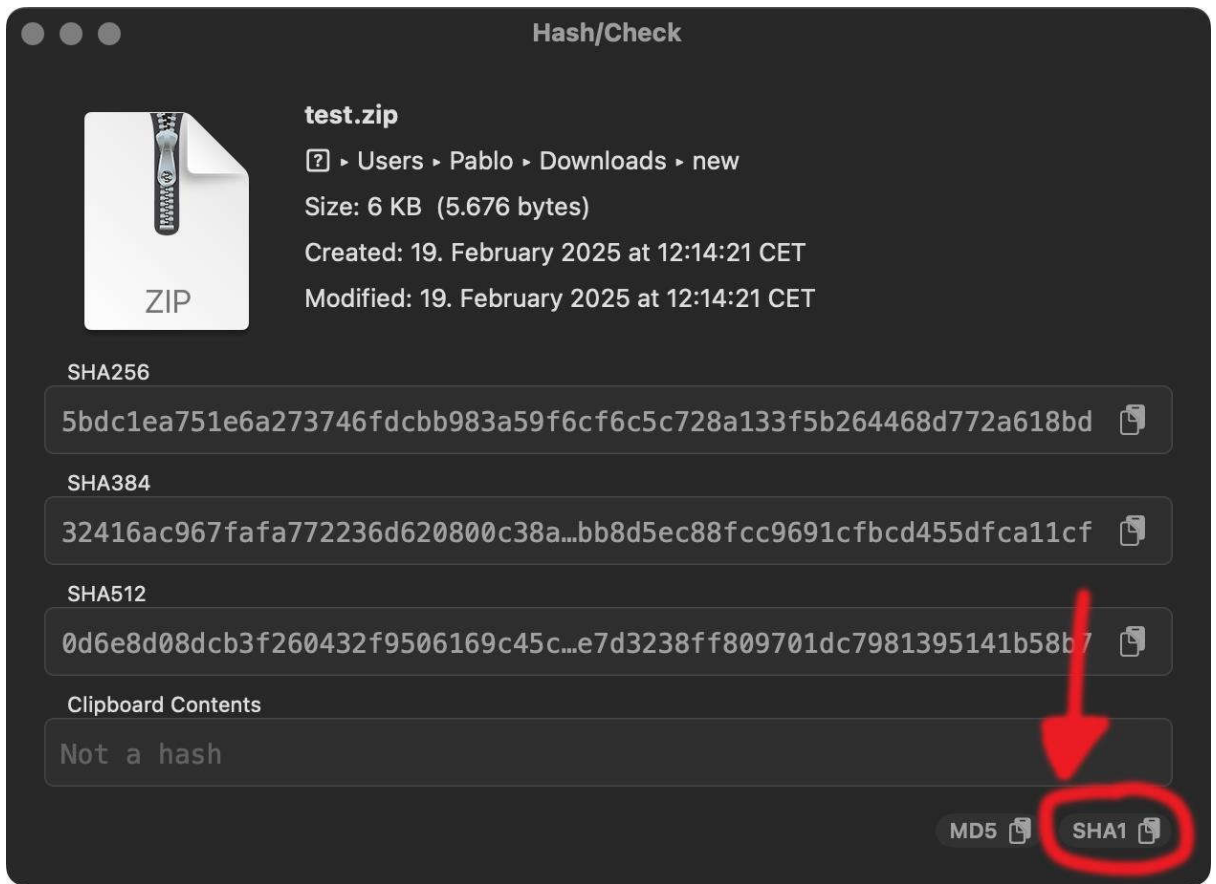
1. Please download Hash/Check app:  
<https://apps.apple.com/at/app/hash-check/id1550525767?l=en-GB&mt=12>
2. It is very simple to use. After installing, just open the app and click on “File” to open the zip file you want to inspect.



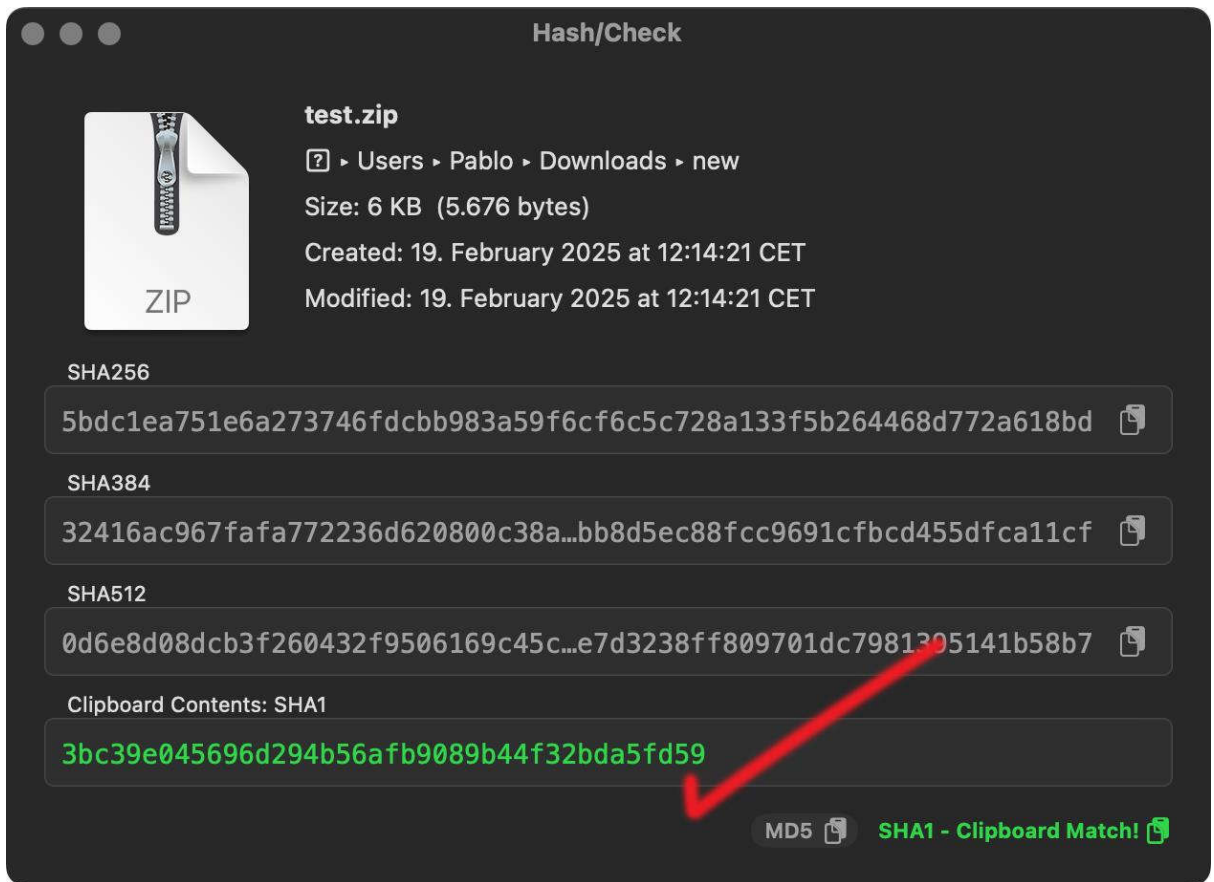
3. Please use your submitted technical and financial proposals



4. And it automatically creates several different hash values ... --- But the one we need SHA1 is not there ...  
So you press on the little SHA1 icon on the bottom right ...



5. The SHA1 hash is calculated and copied to the clipboard automatically for further use.



-----OR-----

Another alternative would be to use the terminal and the command: `shasum /path/to/file`  
Here is a little tutorial on how to use it. It is strait forward and simple to use. Please see attached the instructions as a pdf as well.

<https://osxdaily.com/2012/02/05/check-sha1-checksum-in-mac-os-x/>

Finally,

1. Create a new email, Subject: example- "SOFTCOMP-2020-0010-EDWALD". Add the two compressed archives, that is, the Technical Offer and the Financial Offer archives as attachments. The text of the email should contain the SHA1 information for both archives. **SEND THIS TO:** [sealed\\_bids@ctbto.org](mailto: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 Offer" the contents of which must contain the Encryption Key for the Technical Offer (the password you used when creating the Technical Offer). (Again, note the underscore between 'bid' and 'keys'.)

**SEND THIS TO:** [bid\\_keys@ctbto.org](mailto:bid_keys@ctbto.org)

**IMPORTANT NOTE:** As stated above, only send the Encryption Key for the Technical Offer to the [bid\\_keys@ctbto.org](mailto:bid_keys@ctbto.org) mailbox when sending your Technical and Financial Offer to the [sealed\\_bids@ctbto.org](mailto:sealed_bids@ctbto.org) mailbox. **You shall only send the Encryption Key for the Financial Offer to the Commission if and when informed by the Commission that your Technical Offer had been evaluated as "technically acceptable".**

The Financial Offer Encryption Key will need to be provided by you to the same e-mail ([bid\\_keys@ctbto.org](mailto: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 Offer". If your Offer is not considered "technically acceptable", the Commission will not request an Encryption Key for your Financial Offer, and it will remain unopened.

As mentioned above, should you have questions or difficulties, please send an e-mail to [procurement@ctbto.org](mailto:procurement@ctbto.org).

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**Evaluation Criteria and Method**

**RFP No. 2026-0035 “CISCO STC Onsite Hardware Maintenance and Support Services”**

Ref No. in TOR	1. QUALIFICATION REQUIREMENTS (1st stage)	PASS/FAIL
B	Advance replacement of defective hardware with guaranteed delivery of replacement parts from 9 a.m. to 5 p.m., Monday through Friday, “next business day” replacement time.	PASS/FAIL
B	Free availability of major and maintenance releases of CISCO IOS software via CCO (CISCO Connection Online) for the Commission.	PASS/FAIL
B	Access to CCO 24 x 7 x 365 for registered Commission’s staff members.	PASS/FAIL
B	24 x 7 x 365 access for Commission’s staff members to the CISCO TAC (Technical Assistance Centre) for problem escalation.	PASS/FAIL
B	The first level contact point for all maintenance and service issues for the Commission shall be the CISCO Technical Assistance Center (TAC) and not the Contractor (i.e., not a local CISCO partner or reseller). The CISCO TAC shall be the single point of contact through which the Commission escalates any problems.	PASS/FAIL
B	The service shall be performed under the sole responsibility of CISCO. Contractor-based alternative maintenance solutions are not acceptable. To this end, the Contractor shall conclude the standard CISCO STC package agreement, meeting the minimum requirements set out above, with CISCO on behalf of the Commission.	PASS/FAIL
B	The Contractor shall ensure that all hardware items listed in the ToR are covered by CISCO STC on-site 8x5xNBD hardware maintenance, unless they have reached their “end-of-support” date	PASS/FAIL
B	Commitment to the Acceptance procedure described in the ToR	PASS/FAIL
C	Provision of one (1) on-site visit at the Commission’s premises at the Vienna International Centre, Wagramerstrasse 5, 1220 Vienna, Austria, for one (1) person-day (8 hours, weekday from 9:00 am - 5:00 pm, Vienna local time) of a CISCO Certified Internet Engineer (CCIE) to support the implementation of complex configuration changes, software updates, or other modifications which are considered critical by the Commission.	PASS/FAIL
C	If required, provision of additional five (5) on-site visits at the Commission’s premises at the Vienna International Centre, Wagramerstrasse 5, 1220 Vienna, Austria, for five (5) person-days (8 hours per day, weekday from 9:00 am - 5:00 pm, Vienna local time) of a CISCO Certified Internet Engineer (CCIE) to support the implementation of complex configuration changes, software updates, or other modifications which are considered critical by the Commission.	PASS/FAIL
D	Commitment to the requested Service Period and optional extensions	PASS/FAIL
E	Confirmed CISCO Gold Partner. This qualification shall be maintained throughout the entire duration of the Contract.	PASS/FAIL
E	All sub-contractors (if any) shall be a CISCO Gold Partners	PASS/FAIL

The technical proposals that have passed stage 1 of the technical evaluation process, will be evaluated against the evaluation matrix below

Ref No. in TOR	2. TECHNICAL REQUIREMENTS - (2nd stage)	Points		
		Max Points	Factor	Weighted score
Overall	Extent to which all aspects of the ToR have been addressed in sufficient detail and clarity in the Proposal	5	1	5
Overall	Understanding of the scope and the responsibilities of the Contractor demonstrated in the Proposal	5	1	5
F	Risk management approach of the bidder addressing Section F of the ToR	5	1	5
<b>TOTAL - Technical Evaluation</b>		<b>15</b>		<b>15</b>
The minimum number of scores to pass the technical evaluation is 9.				

**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 **at least 9 scores**, in accordance with the scoring table indicated below:

Points	Scoring
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 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:

$$X = \text{Max Available Points} * Y/Z$$

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

**3. Award:**

The weight of the technical and financial components is 60% and 40% respectively. The Contract will be awarded to the bidder who receive the highest combined score resulting from the technical and financial evaluations, subject to commercial and contractual acceptability.

## MINIMUM CONTENT OF TECHNICAL BID AND COMPLIANCE MATRIX

### RFP 2026-0035/Polonskaya

#### CISCO STC Onsite Hardware Maintenance and Support Services

Below table sets out the Minimum content of the Proposal and the Mandatory Requirements of the Technical Proposal. 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.

### **PART I - Minimum Content of the Technical Proposal**

Item	Minimum content
<b>1. Executive Summary</b>	Provide an overview of the Proposal.
<b>2. Experience, Resources and Project Management</b>	
Corporate Profile and Values of the Contractor	<ul style="list-style-type: none"> <li>• Brief background of the company, mission/vision, ownership, size, location, number of personnel by type profile, CISCO Gold Partner confirmation, etc.</li> <li>• Company business structure and its authority to execute all Services under the Contract.</li> <li>• In case the Bidder requires the services of subcontractors, the Proposal shall include:               <ol style="list-style-type: none"> <li>a) Relationship of the Bidder’s business to any subcontractor(s) that will be used.</li> <li>b) Names, addresses, legal status, and qualifications of major sub-contractor(s) proposed by your company.</li> <li>c) The scope of work and nature of subcontracting.</li> <li>d) Confirmed CISCO Gold Partner status</li> </ol> </li> </ul>
<b>3. Confirmation of the following requirement shall be included to the Proposal</b>	
	The service shall be performed under the sole responsibility of CISCO. To this end, the Contractor shall conclude the standard CISCO SmartNet contract, meeting the minimum requirements set out in the TOR, with CISCO on behalf of the Commission.
<b>4. Meeting the Requirements</b>	
Understanding of the ToR scope	In addition to the duly filled-in Technical Compliance Matrix attached hereto below, the Technical Proposal shall include a section-by-section response to the Terms of Reference and provide an explanation of the bidder’s understanding of the services to be rendered to satisfy the requirements referenced in the Terms of Reference, detailing key assumptions that impact the Technical Proposal.
<b>5. Model Contract</b>	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

Please complete Matrix and include it to your Technical Proposal

### Technical Compliance Matrix

		<b>Compliance (Pass/Fail)</b>	<b>Comments</b>
<b>ToR Ref #</b>	<b>Requirement</b>	<i>Please indicate below</i>	<i>Please add comments, details if any. Indicate the section in your Proposal and ensure that it is sufficiently described in the Proposal</i>
<b>B.</b>	<p><b><u>Hardware Maintenance (CISCO SmartNet Total Care)</u></b> The Contractor shall provide the maintenance services for a CISCO SmartNet Total Care Onsite 8x5xNBD Package with onsite hardware replacement (eight hours a day, five days a week, next business day replacement-time), meeting the following minimum requirements:</p>		
<b>a.</b>	Advance replacement of defective hardware with guaranteed delivery of replacement parts from 9 a.m. to 5 p.m., Monday through Friday, “next business day” replacement time.		
<b>a.</b>	Free availability of major and maintenance releases of CISCO IOS software via CCO (CISCO Connection Online) for the Commission.		
<b>a.</b>	Access to CCO 24 x 7 x 365 for registered Commission’s staff members.		
<b>a.</b>	24 x 7 x 365 access for Commission’s staff members to the CISCO TAC (Technical Assistance Centre) for problem escalation.		
<b>a.</b>	The first level contact point for all maintenance and service issues for the Commission shall be the CISCO Technical Assistance Center (TAC) and not the Contractor (i.e., not a local CISCO partner or reseller). The CISCO TAC shall be the single point of contact through which the Commission escalates any problems.		
<b>a.</b>	The service shall be performed under the sole responsibility of CISCO. Contractor-based alternative maintenance solutions are not acceptable. To this end, the Contractor shall conclude the standard CISCO SmartNet contract, meeting the minimum requirements set out above, with CISCO on behalf of the Commission. In		

	particular, a CISCO STC package agreement must be concluded with Cisco on behalf of the Commission.		
b.	The Contractor shall ensure that the hardware items listed in the section B (b) of the Specifications are covered by CISCO STC on-site 8x5xNBD hardware maintenance, unless they have reached their “end-of-support” date.		
c.	Delivery of the maintenance services by the Contractor is considered complete if and only if the correct contract registration can be verified on-line at the CISCO TAC, using an already existing Commission’s UID of the Commission staff responsible for this project, and a hardware maintenance case can be opened at the CISCO TAC for all hardware serial numbers as specified above.		
C.	<b><u>On-site Support Service</u></b>		
a.	One (1) on-site visit per Service period (+ extensions periods) at the Commission’s premises at the Vienna International Centre, Wagramerstrasse 5, 1220 Vienna, Austria, for one (1) person-day (8 hours, weekday from 9:00 am - 5:00 pm, Vienna local time) of a CISCO Certified Internet Engineer (CCIE) to support the implementation of complex configuration changes, software updates, or other modifications which are considered critical by the Commission.		
b.	Optional: up to five (5) additional person-days for on-site support services per Service period (+ extensions periods).		
D.	<b><u>Maintenance and Service Period</u></b>		
	Initial period for service provision - one year from 1 November 2026 to 31 October 2027.		
	Option to extend the maintenance as well as firm and optional support services for one year at a time up to a maximum of two optional extensions at the same terms and conditions defined in the Contract.		
E.	<b><u>Contractor’s Qualifications</u></b>		
	<ul style="list-style-type: none"> <li>The Contractor shall be a CISCO Gold Partner. This qualification shall be</li> </ul>		

	<p>maintained throughout the entire duration of the Contract.</p> <ul style="list-style-type: none"> <li>• All sub-contractors (if any) shall be a CISCO Gold Partners.</li> </ul>		
<b>F.</b>	<b><u>Risk Management</u></b>		
	<p>The Contractor shall provide and maintain a risk management plan at the commencement of the Contract to identify potential risks that could impact the successful execution of the implementation activities outlined in this Terms of Reference.</p>		

**Price Schedule Form**

RFP 2026- 0035 "CISCO STC Onsite Hardware Maintenance and Support Services"

Bidder:

Item/Device	Product Code	Serial Number	Location	Initial Contract period 12 months (1 Nov 2026-31 Oct 2027)			First Optional Extension (1 Nov 2027-31 Oct 2028)			Second Optional Extension (1 Nov 2028-31 Oct 2029)		
				Quantity	Unit Price, VAT excl.	Total Price, VAT excl.	Quantity	Unit Price, VAT excl.	Total Price, VAT excl.	Quantity	Unit Price, VAT excl.	Total Price, VAT excl.
Nexus 9000 Switch	N9K-C93360YC-FX2	FDO2604196G	VIC									
Nexus 9000 Switch	N9K-C93360YC-FX2	FDO25530FZ5	VIC									
Nexus 9000 Switch	N9K-C93188YC-FX3	FDO281112BA	VIC									
Nexus 9000 Switch	N9K-C93188YC-FX3	FDO281110P85	VIC									
Nexus 9000 Switch	N9K-C93108TC-FX3	FDO29290X45	VIC									
Nexus 9000 Switch	N9K-C93108TC-FX3	FDO29290J8D	VIC									
Nexus 9000 Switch	N9K-C93108TC-FX3	FDO29290I7Q	VIC									
Nexus 9000 Switch	N9K-C93108TC-FX3	FDO29290X8Y	VIC									
Router 8300-2N2S	C8300-2N2S-4T2X	FDO2624M015	VIC									
Router 8300-2N2S	C8300-2N2S-4T2X	FDO2624M01X	VIC									
Router 8300-1N1S	C8300-1N1S-6T	FDO2649M074	VIC									
Router 8300-1N1S	C8300-1N1S-6T	FDO2649M075	VIC									
ISE Server	SNS-3715-K9	WZP27180G4Q	VIC									
ISE Server	SNS-3715-K9	WZP272000DJ	VIC									
UCSC-C220 Server	UCSC-C220-M5SX	WZP223712PH	VIC									
UCSC-C220 Server	UCSC-C220-M5SX	WZP223900A9	VIC									
UCSC-C220 Server	UCSC-C220-M5SX	WZP223712MP	VIC									
UCSC-C220 Server	UCSC-C220-M5SX	WZP223712LR	VIC									
Router ISR4451	ISR4451-X/K9	FC22344M043	VIC									
Router ISR4451	ISR4451-X/K9	FC22453M03Y	VIC									
Router ISR4451	ISR4451-X/K9	FC22453M041	VIC									
Router ISR4451	ISR4451-X/K9	FC22453M043	VIC									
Router ISR4451	ISR4451-X/K9	FC22453M040	VIC									
Catalyst C9410R Switch	C9410R	FXS2345Q2FS	VIC									
Catalyst C9410R Switch	C9410R	FXS2345Q2KG	VIC									
UCSC-C225 Server	UCSC-C225-M6S	WZP262207UD	VIC									
UCSC-C225 Server	UCSC-C225-M6S	WZP264008XR	VIC									
UCSC-C225 Server	UCSC-C225-M6S	WZP27420M9B	VIC									
UCSC-C225 Server	UCSC-C225-M6S	WZP27420M81	VIC									
C1230-ASA	CSF1230-ASA-K9	FJC29401EZ2	VIC									
C1230-ASA	CSF1230-ASA-K9	FJC29401EYD	VIC									
Catalyst C9407R Switch	C9407R	FOX2911P3SB	VIC									
Catalyst C9407R Switch	C9407R	FOX2911P3RT	VIC									
Catalyst C9407R Switch	C9407R	FOX2910PC8R	VIC									
Catalyst C9407R Switch	C9407R	FOX2910PC8C	VIC									
Catalyst C9407R Switch	C9407R	FOX2910PC92	VIC									
Router ISR4451	ISR4451-X/K9	FC22344M045	Seibersdorf									
Catalyst C9407R Switch	C9407R	FOX2910PC8Z	Seibersdorf									
Catalyst C9407R Switch	C9407R	FOX2910PC8Y	Seibersdorf									
Service	Number of days per Service Period			Initial Contract period 12 months (1 Nov 2026-31 Oct 2027)			First Optional Extension (1 Nov 2027-31 Oct 2028)			Second Optional Extension (1 Nov 2028-31 Oct 2029)		
				Person day	Unit Price, VAT excl.	Total Price, VAT excl.	Person day	Unit Price, VAT excl.	Total Price, VAT excl.	Person day	Unit Price, VAT excl.	Total Price, VAT excl.
On-site support	1		VIC									
On-site support/Optional	5		VIC									

**Note:**

- Bidders shall submit a financial proposal with fixed unit prices by using this format that is based on a 12-month services coverage.
- Unit price for on-site support services shall cover all expenses, per diem and travel costs.
- If tax is applicable please indicate it in a separate line.
- Indicate currency of Proposal.

## 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)***		
Organization:	Value in US\$ Equivalent:	Year:
Organization:	Value in US\$ Equivalent:	Year:

\* Please see Privacy Disclaimer on page 3

\*\* 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.

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

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:

**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:

**FOR CTBTO USE ONLY**

Evaluated By: Initials Date:

Updated By: Initials Date:

Remarks:

**Privacy Disclaimer for Suppliers Registering via on-line form (website) or physical Vendor Registration Form \***

Any personal data provided to the Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (“CTBTO”), which is required for assessing your request for registration, will be treated by the CTBTO as confidential and used on a ‘need to know basis’.

The personal data that you provide within your company profile through the registration process will be processed by the CTBTO for the specific purpose of procurement activities in performance of the CTBTO mandate. This data includes, but is not limited to, the following:

- First and last name;
- Contact information, such as telephone numbers, or mailing addresses; and
- Email addresses.

Subsequent to registration, you may request information regarding the processing of your personal data at any time by sending a request to [supplier.registration@ctbto.org](mailto:supplier.registration@ctbto.org). The CTBTO will assess such requests on a case-by-case basis, in accordance with its internal policies.

Nothing in this disclaimer shall constitute a waiver, either express or implied, of the privileges and immunities of the CTBTO and its employees, which are specifically reserved.

## 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).<sup>1</sup>
- 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.

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<sup>1</sup> 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.<sup>1</sup>

Name (print): \_\_\_\_\_

Signature: \_\_\_\_\_

Title/Position: \_\_\_\_\_

Place (City and Country): \_\_\_\_\_

Date: \_\_\_\_\_

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

## MODEL CONTRACT

between

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

and

(INSERT NAME OF THE CONTRACTOR)

for

the provision of services pertaining to  
**CISCO STC Onsite Hardware Maintenance and Support Services**

This Contract comprises this cover page, a table of contents, 9 (nine) pages of text, a signatories page, a List of Annexes and 3 (three) Annexes (A to C)

[April, 2026]

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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

“**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 20 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.

“**Services**” means the activities or tasks to be performed by the Contractor under the Contract as requested by the Commission.

“**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 Contract, including customs restrictions and charges of similar nature in respect of articles imported or exported for the Commission’s official use.

“**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.

## **2. AIM OF THE CONTRACT**

The aim of this Contract is to provide Services, namely, CISCO STC Onsite Hardware Maintenance and Support Services (hereinafter referred to as the “Services” or “Work”), for the Commission.

## **3. ENTRY INTO FORCE AND DURATION OF THE CONTRACT**

This 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 it shall remain in force until the Parties fulfill all their obligations hereunder.

## **4. COMMENCEMENT AND COMPLETION OF THE SERVICES**

### **(a) Firm Services:**

The Contractor shall commence the none-optional Services specified in Annex B on 1 November 2026 (hereinafter referred to as the “Firm Services”) and shall complete them by 21 October 2027 (hereinafter referred to as the “Service Period”).

### **(b) Optional Services:**

- (i) The Commission shall have the right, but not the obligation, to call-off the optional services specified in Annex B (hereinafter referred to as “Optional Services”) within the Service Period, through a written notification by the Commission to the Contractor in the form a Commission’s Purchase Order for the additional person-days referred to in Section C(b) of Annex B, based on the firm fixed rate specified in Annex C.
- (ii) The Contractor shall not perform any Optional Services if not requested by the Commission as indicated above.
- (iii) The commencement and completion date for the performance of the Optional Services (hereinafter referred to as “Commencement Date” and “Completion Date”, respectively) shall be in accordance with Annex B or as otherwise set out in the respective Commission’s purchase order.
- (iv) The Optional Services shall be provided in full in accordance with the respective purchase order. Partial services will not be accepted or paid without prior written agreement by the Commission.
- (v) The Commission may revise a Purchase Order as and when it may deem necessary.

### **(c) Optional Extension:**

- (i) The Commission shall have the option, but not the obligation, to extend the Service Period up to two (2) times, for a period of one (1) year each, subject to the availability of

funds, under the same terms and conditions of the Contract. The Commission will notify the Contractor of its decision to extend the Service Period at least one (1) month prior to the expiry of the respective Service Period. The optional extension(s) will be implemented through a written notification to the Contractor by the Commission.

- (ii) Subject to Clause 4(c)(i) above, the Commission shall have the right to remove any item as part of the Firm Services as of the effective date of the extension of the relevant Service Period. The Commission will inform the Contractor about its decision to remove items, in the same written notification issued for the extension of the Service Period referred to above. The overall firm price of the Firm Services for the extended Service Period shall be adjusted accordingly.

## **5. STANDARD OF WORK**

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 perform the Work in the best way and in the most expeditious and economical manner consistent with the requirements set forth in this Contract.

## **6. RESPONSIBILITIES OF THE CONTRACTOR**

- (a) The Contractor shall provide the Services described in Annex B and C and in the relevant Purchase Order, if applicable.
- (b) The Contractor shall provide qualified English-speaking personnel as necessary to perform the Services under this Contract. The key persons shall be available for possible tasks related to the Services 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. WARRANTY**

The provisions of Clause 33 of Annex A shall apply to the Services performed by the Contractor.

## **8. 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.
- (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.

## **9. 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.

## 10. 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 Services are 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 Services.

## 11. CONTRACT PRICE

- (a) The Commission shall pay the Contractor, in consideration of the full and proper performance of its obligations under the Contract as follows:
  - (i) For the Firm Services, the firm fixed prices specified in Annex C;
  - (ii) Subject to Clause 4(b)(i) above, the firm fixed daily rate specified in Annex C for the Optional Services;
  - (iii) Subject to Clause 4(c) above, for the first optional extension of the Service Period, the firm fixed prices specified in Annex C;
  - (iv) Subject to Clause 4(c) above, for the second optional extension of the Service Period, the firm fixed prices specified in Annex C;

(hereinafter referred to as the “Contract Price”).

- (b) Pursuant to Clause 4(c)(ii), the Commission shall have the right to terminate maintenance of any item listed in Section B(c) of Annex B, effective at the time the Services are renewed. The Commission will inform the Contractor about the intention to remove an item at the time of the renewal of the Service, in which case the price under Clauses 11(a)(iii) and/or 11(a)(iv) shall be adjusted accordingly.
- (c) The Contract Price shall also cover all costs and expenses incurred by the Contractor 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 contributions). It shall also include work performed by the Contractor’s personnel outside the Commission’s normal working hours.
- (d) The Contract Price shall be firm and fixed and shall not be subject to escalation. The Contractor shall not do any work, provide any materials or equipment, or perform any services which may result in any charges to the Commission over and above the Contract Price without the prior written consent of the Commission and a formal written amendment to this Contract.
- (e) **[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 12 (e).

**OR**

No Taxes are applicable under this Contract.

## **12. PAYMENT**

- (a) The Contract Price shall be paid upon delivery of the ordered Services by the Contractor and acceptance by the Commission in accordance with Annex B.
- (b) The Commission shall make the payments to the Contractor on the basis of an invoice submitted by the Contractor as per 12 (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 electronically, from the Contractor's official e-mail address in PDF format, duly signed and sealed by the Contractor and submitted to the Commission's email address specified in Clause 21 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.
- (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.

## **13. 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.

**14. 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 14 (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.

**15. 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.

**16. ENTIRE AGREEMENT**

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

**17. 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) General Conditions of Contract (Annex A);
- (iii) Terms of Reference (Annex B);
- (iv) Contractor's Proposal (Annex C);
- (v) The relevant Purchase Order (if any).

## 18. 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.

## 19. 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.

## 20. 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 Contractor and of the Commission.

## 21. 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:

*Procurement Services 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](mailto:procurement@ctbto.org)*

For invoices:

*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: [Payable\\_Invoices@ctbto.org](mailto:Payable_Invoices@ctbto.org)*

For invoices related enquiries:

[Payments@ctbto.org](mailto:Payments@ctbto.org)

(b) The Contractor:

[INSERT DETAILS]

**22. 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;
  - (iii) if by electronic communication, when retrievable by the Commission in document form.
- (b) A communication given under Clause 22 (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.

*[Remainder of page intentionally left blank]*

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:**

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[Name and Position]

Date: \_\_\_\_\_

Place: Vienna, Austria.

For and on behalf of **[CONTRACTOR]:**

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[Name and Position]

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

## ANNEX B

### Terms of References CISCO STC Onsite Hardware Maintenance and Support Services

#### A. Introduction

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (hereinafter referred to as the “Commission”) operates a global verification regime to monitor compliance with the Comprehensive Nuclear-Test-Ban Treaty. It provides timely data, assessments and other products and services to Signatory States of the Treaty. For more information, please visit [www.ctbto.org](http://www.ctbto.org)

The Commission desires to conclude a contract with the selected bidder (hereinafter referred to as “the Contractor”) for the provision of CISCO hardware maintenance service based on the CISCO SmartNet Total Care (STC) package (section B below) and for on-site support services (section C below) for a term of one year initially, starting from 1 November 2026 through 31 October 2027, and two optional 1-year extensions under the same terms and conditions of Contract.

#### B. Hardware Maintenance (CISCO SmartNet Total Care)

##### (a) Minimum Requirements

The Contractor shall provide the maintenance services for a CISCO SmartNet Total Care Onsite 8x5xNBD Package with onsite hardware replacement (eight hours a day, five days a week, next business day replacement-time), meeting the following minimum requirements:

- 1) Advance replacement of defective hardware with guaranteed delivery of replacement parts from 9 a.m. to 5 p.m., Monday through Friday, “next business day” replacement time.
- 2) Free availability of major and maintenance releases of CISCO IOS software via CCO (CISCO Connection Online) for the Commission.
- 3) Access to CCO 24 x 7 x 365 for registered Commission’s staff members.
- 4) 24 x 7 x 365 access for Commission’s staff members to the CISCO TAC (Technical Assistance Centre) for problem escalation.
- 5) The first level contact point for all maintenance and service issues for the Commission shall be the CISCO Technical Assistance Center (TAC) and not the Contractor (i.e., not a local CISCO partner or reseller). The CISCO TAC shall be the single point of contact through which the Commission escalates any problems.
- 6) The service shall be performed under the sole responsibility of CISCO. Contractor-based alternative maintenance solutions are not acceptable. To this end, the Contractor shall conclude the standard

CISCO STC package agreement, meeting the minimum requirements set out above, with CISCO on behalf of the Commission.

**(b) List of hardware for maintenance**

The Contractor shall ensure that the following hardware items are covered by CISCO STC on-site 8x5xNBD hardware maintenance, unless they have reached their “end-of-support” date:

<b>Item/Device</b>	<b>Product Code</b>	<b>Serial Number</b>	<b>Location</b>
Nexus 9000 Switch	N9K-C93360YC-FX2	FDO2604196G	VIC
Nexus 9000 Switch	N9K-C93360YC-FX2	FDO25530FZ5	VIC
Nexus 9000 Switch	N9K-C93188YC-FX3	FDO281112BA	VIC
Nexus 9000 Switch	N9K-C93188YC-FX3	FDO28110P85	VIC
Nexus 9000 Switch	N9K-C93108TC-FX3	FDO29290X45	VIC
Nexus 9000 Switch	N9K-C93108TC-FX3	FDO29290J8D	VIC
Nexus 9000 Switch	N9K-C93108TC-FX3	FDO29290J7Q	VIC
Nexus 9000 Switch	N9K-C93108TC-FX3	FDO29290X8Y	VIC
Router 8300-2N2S	C8300-2N2S-4T2X	FDO2624M01S	VIC
Router 8300-2N2S	C8300-2N2S-4T2X	FDO2624M01X	VIC
Router 8300-1N1S	C8300-1N1S-6T	FDO2649M074	VIC
Router 8300-1N1S	C8300-1N1S-6T	FDO2649M075	VIC
ISE Server	SNS-3715-K9	WZP27180G4Q	VIC
ISE Server	SNS-3715-K9	WZP272000DJ	VIC
UCSC-C220 Server	UCSC-C220-M5SX	WZP223712PH	VIC
UCSC-C220 Server	UCSC-C220-M5SX	WZP223900A9	VIC
UCSC-C220 Server	UCSC-C220-M5SX	WZP223712MP	VIC
UCSC-C220 Server	UCSC-C220-M5SX	WZP223712LR	VIC
Router ISR4451	ISR4451-X/K9	FCZ2344M043	VIC
Router ISR4451	ISR4451-X/K9	FCZ2453M03Y	VIC
Router ISR4451	ISR4451-X/K9	FCZ2453M041	VIC
Router ISR4451	ISR4451-X/K9	FCZ2453M043	VIC
Router ISR4451	ISR4451-X/K9	FCZ2453M040	VIC
Catalyst C9410R Switch	C9410R	FXS2345Q2FS	VIC
Catalyst C9410R Switch	C9410R	FXS2345Q2KG	VIC

UCSC-C225 Server	UCSC-C225-M6S	WZP262207UD	VIC
UCSC-C225 Server	UCSC-C225-M6S	WZP264008XR	VIC
UCSC-C225 Server	UCSC-C225-M6S	WZP27420M9B	VIC
UCSC-C225 Server	UCSC-C225-M6S	WZP27420M81	VIC
C1230-ASA	CSF1230-ASA-K9	FJC29401EZ2	VIC
C1230-ASA	CSF1230-ASA-K9	FJC29401EYD	VIC
Catalyst C9407R Switch	C9407R	FOX2911P3SB	VIC
Catalyst C9407R Switch	C9407R	FOX2911P3RT	VIC
Catalyst C9407R Switch	C9407R	FOX2910PC8R	VIC
Catalyst C9407R Switch	C9407R	FOX2910PC8C	VIC
Catalyst C9407R Switch	C9407R	FOX2910PC92	VIC
Router ISR4451	ISR4451-X/K9	FCZ2344M045	Seibersdorf
Catalyst C9407R Switch	C9407R	FOX2910PC8Z	Seibersdorf
Catalyst C9407R Switch	C9407R	FOX2910PC8Y	Seibersdorf

### (c) Acceptance

Delivery of the maintenance services by the Contractor is considered complete if and only if the correct contract registration can be verified on-line at the CISCO TAC, using an already existing Commission's UID of the Commission staff responsible for this project, and a hardware maintenance case can be opened at the CISCO TAC for all hardware serial numbers as specified above.

## **C. On-site Support Service**

### **(a) Minimum Requirements: One (1) person-day**

Any time during each maintenance annual period, the Commission will request the Contractor through written notification one (1) on-site visit at the Commission's premises at the Vienna International Centre, Wagramerstrasse 5, 1220 Vienna, Austria, for one (1) person-day (8 hours, weekday from 9:00 am - 5:00 pm, Vienna local time) of a CISCO Certified Internet Engineer (CCIE) to support the implementation of complex configuration changes, software updates, or other modifications which are considered critical by the Commission.

### **(b) Optional requirements: Additional five (5) person-days**

Any time during each maintenance annual period, the Commission shall have the right to request the Contractor up to five (5) additional person-days for on-site support services referred to in section C (a)

above. If required, the on-site support services will be exercised through written notification by the Commission.

#### **D. Maintenance and Service Period**

CISCO SmartNet Total Care hardware maintenance as well as firm and optional support services shall be provided by the Contractor for an initial Service Period of one year from 1 November 2026 to 31 October 2027.

The Commission shall have the option to extend the maintenance as well as firm and optional support services for one year at a time up to a maximum of two optional extensions at the same terms and conditions defined in the Contract.

#### **E. Contractor's Qualifications**

- The Contractor shall be a CISCO Gold Partner. This qualification shall be maintained throughout the entire duration of the Contract.
- All sub-contractors (if any) shall be a CISCO Gold Partners.

#### **F. Risk Management**

The Contractor shall provide and maintain a risk management plan to identify potential risks that could impact the successful execution of the maintenance and support activities in these Terms of Reference and their mitigation strategies. Risks may include but are not limited to technical challenges, changes in project requirements/scope, resource constraints, schedule delays, integration difficulties, and third-party software/hardware dependencies.

Upon the project's satisfactory completion, the Contractor shall conduct a final review of the initially identified risks. Risks that have been effectively mitigated or did not materialize should be officially closed, accompanied by appropriate documentation. The insights gained from the risk management process should be methodically documented and shared with the Commission, thereby contributing to the knowledge repository for forthcoming projects.