

## REQUEST FOR PROPOSAL

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**To:** ALL BIDDERS

**CTBTO Ref. No.:** 2026-0049/POLONSKAYA  
(PLEASE QUOTE ON ALL COMMUNICATIONS)

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

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

**Date:** 30 Apr 26

**Subject:** Provision of Software Engineering Services for IDC Operational Tools (OPS-Tools) on a Call-Off Basis.

**Deadline for Submission:** 27 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> 2026-0049 <b>Title:</b> Provision of Software Engineering Services for IDC Operational Tools (OPS-Tools) on a Call-Off Basis.	<b>Closing Date:</b> 27 May 26 <b>Vienna Local Time:</b> 17:00
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**Procurement Staff:** Olga Polonskaya

**CTBTO Req. No.:** 0010029424

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. More information can be found in our website [www.ctbto.org](http://www.ctbto.org)

This Request for Proposal (**RFP 2026-0049**) is for the provision “**SOFTWARE ENGINEERING SERVICES FOR IDC OPERATIONAL TOOLS (OPS-TOOLS) ON A CALL-OFF BASIS**” (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, 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 2026-0049/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.

- The attached **Bidder's Statement** and **Statement of Confirmation** shall be duly filled-in and submitted together with the Proposal.
- Qualifications of the Company: bidder shall provide details regarding the qualifications of the Company to demonstrate conformity to the requirements of the ToR (Annex B).
- Bidder shall provide three (3) reference contacts. The Commission reserves the right to contact these reference contacts to obtain information regarding the Bidder's performance.

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

In addition to the duly filled-in **Technical Compliance Matrix (Attachment 3)** 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 services and Team Roster management requirements 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) Work permits and Visas**

Please note that it is the Bidder's responsibility alone to obtain work permits or visa or similar for the personnel proposed to implement this project. The Commission will make no effort nor accept any responsibility for obtaining work permits or visa or similar for the Contractor's personnel.

**(f) 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**

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 (Attachment 4)**. The Form shall be duly filled-in and submitted together with the Proposal. 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.

**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.

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.

**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 and Selection**

- (a) The Commission will conduct the evaluation and selection based on the criteria and method specified in **Attachment 2 “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, at any time:

- (a) 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) 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 Commission 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 Commission 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 Commission 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 RFP shall constitute a waiver, either express or implied, of the privileges and immunities of the Commission and its employees, which are specifically reserved.

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**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 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 - list available at [www.ctbto.org](http://www.ctbto.org) under [Status of Signatures and Ratifications | CTBTO](#).  
  
   **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.

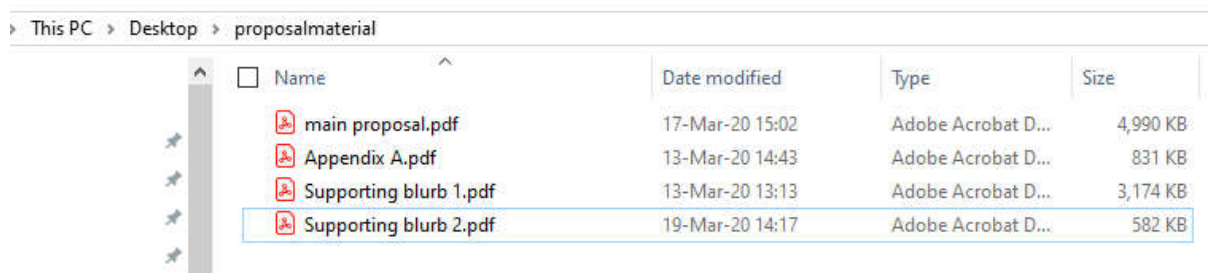


Figure 1 An example set of files to be submitted

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.**

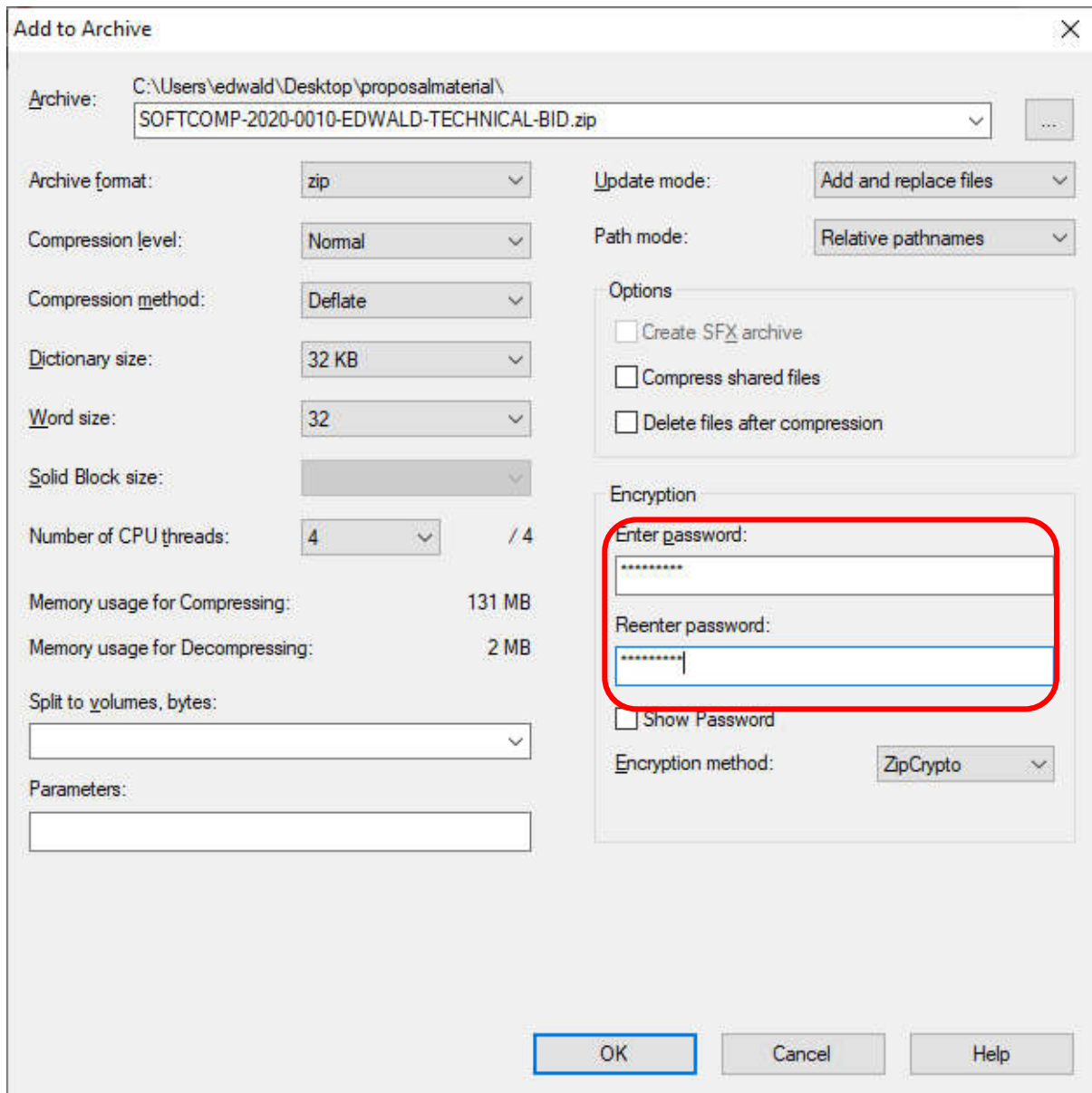


Figure 2 Creating an Archive

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)

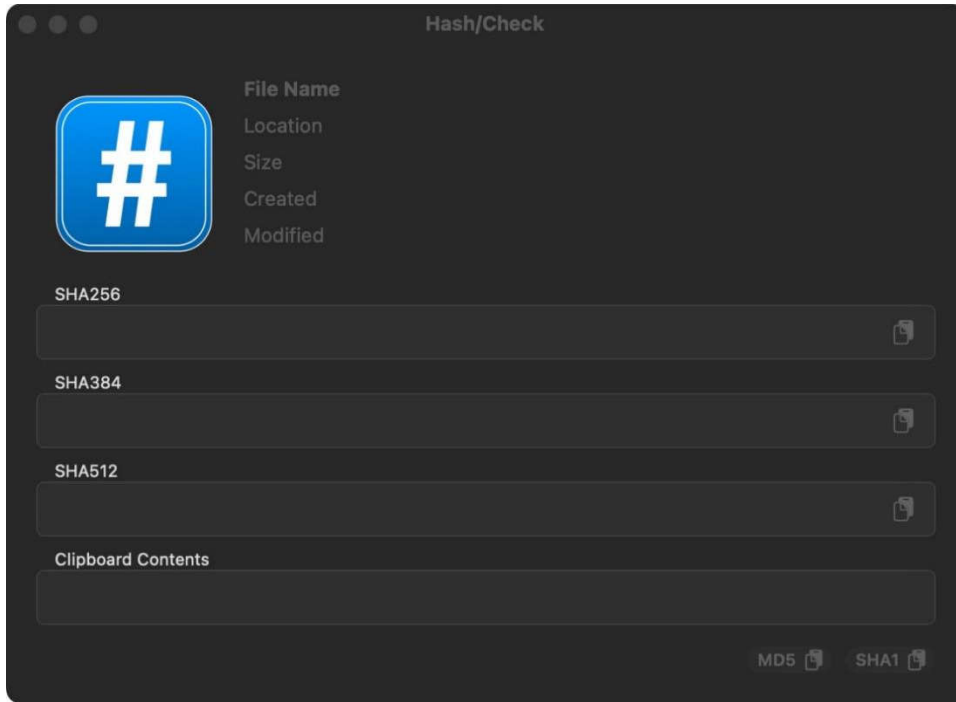
**IMPORTANT NOTE:** As stated above, only send the Encryption Key for the Technical Offer to the [bid\\_keys@ctbto.org](mailto:bid_keys@ctbto.org) mailbox when sending your Technical and Financial Offer to the [sealed\\_bids@ctbto.org](mailto:sealed_bids@ctbto.org) mailbox. You shall only send the Encryption 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.

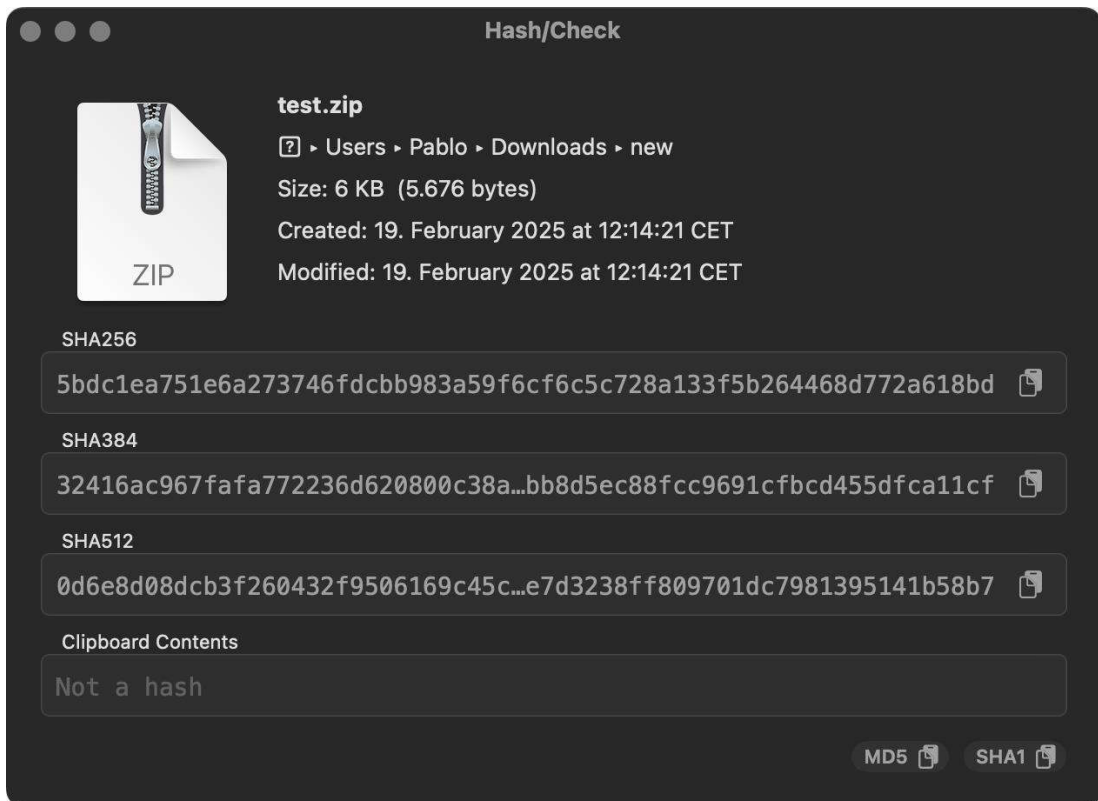
As mentioned above, should you have questions or difficulties, please send an e-mail to [procurement@ctbto.org](mailto:procurement@ctbto.org).

**For MAC users:**

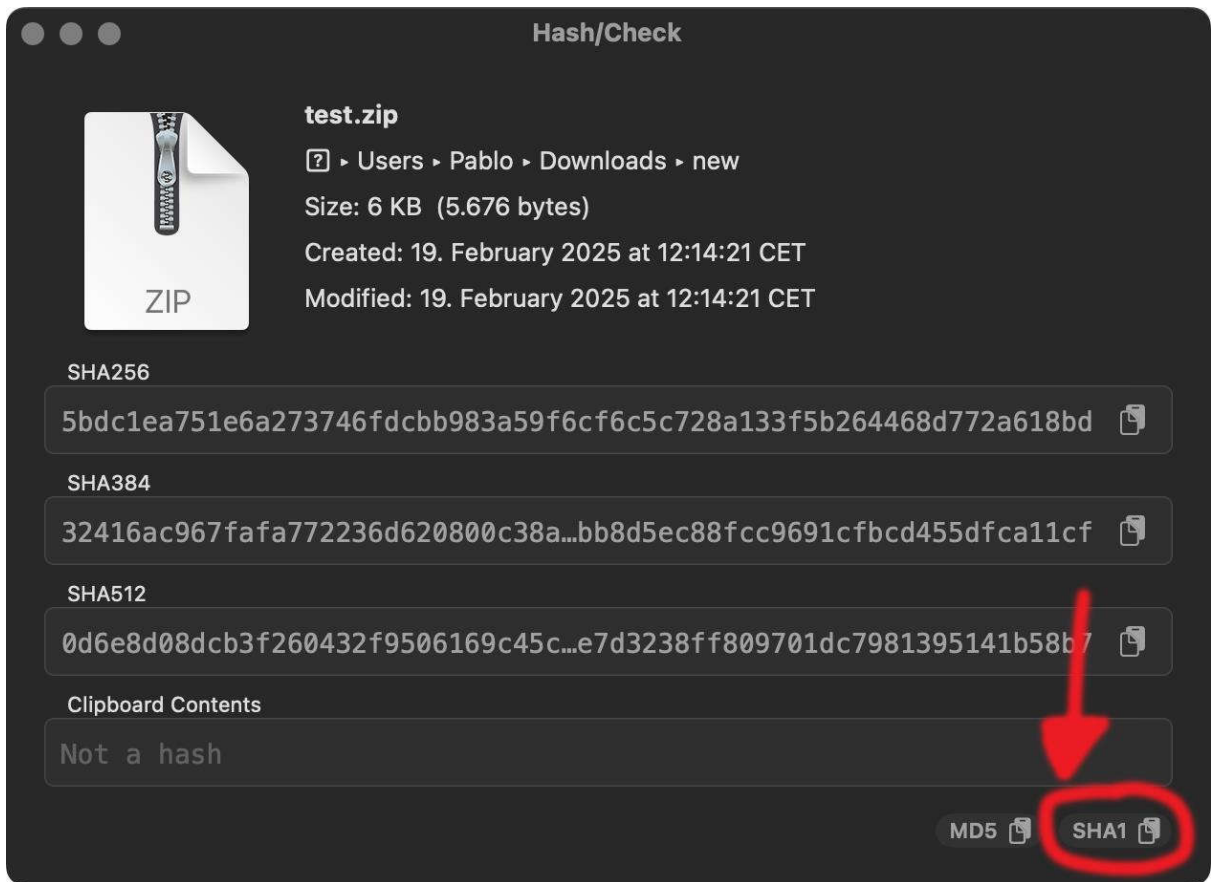
1. Please download Hash/Check app:  
<https://apps.apple.com/at/app/hash-check/id1550525767?l=en-GB&mt=12>
2. It is very simple to use. After installing, just open the app and click on “File” to open the zip file you want to inspect.



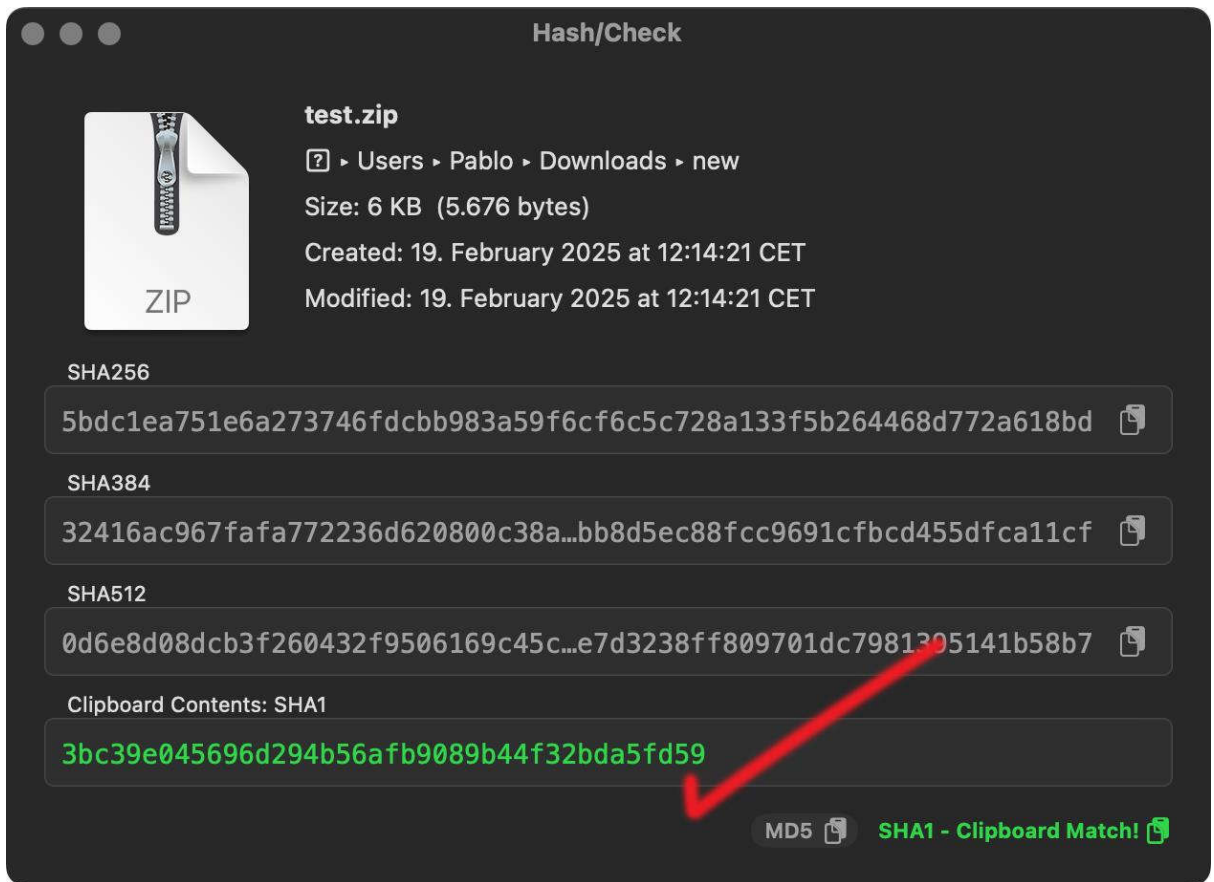
3. Please use your submitted technical and financial proposals



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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Attachment No. 2  
Evaluation Criteria and Method

RFP 2026-0049 "PROVISION OF SOFTWARE ENGINEERING SERVICES  
FOR IDC OPERATIONAL TOOLS (OPS-TOOLS)  
ON A CALL-OFF BASIS"

Ref No. in TOR	1. QUALIFICATION REQUIREMENTS - EVALUATION CRITERIA AND METHOD	PASS/FAIL
5	<b>General Requirements for Contractor</b>	
1	At least 5 staff meeting the requirements provided for the Team Roster as described in section 4. 4.3.4 and 4.3.5. This shall apply for the initial tender and throughout the Contract period.	PASS/FAIL
2	Demonstrated experience, in two of the last five (5) years, in the usage of a formal project management methodology, such as PRINCE2	PASS/FAIL
3	Demonstrated experience, in two of the last five (5) years, in providing software development services using an Agile software engineering methodology, preferably Scrum.	PASS/FAIL
4	A staff turnover below 20% per year over the past 3 years	PASS/FAIL
5	Use of the English language for all written and oral communication with the Commission	PASS/FAIL
6	Documented evidence, in the form of a plan, that the Contractor will be able to adjust the working hours of its relevant staff (e.g. project manager and lead developers), assigned to a Software Team, to overlap at least two hours with the Commission's working hours (from 8pm CET), on the Commission's request.	PASS/FAIL
6.5	<b>Skills and experience for each staff on the Team Roster</b>	
1	A university degree in Computer Science or other scientific/technical subject with a high computational content or equivalent experience	PASS/FAIL
2	At least three (3) years of experience over the past five (5) years developing applications of similar scope (see example software systems in Section 3.2.3) using state of the art technologies.	PASS/FAIL
3	A minimum of three (3) years of experience over the past five (5) years, working in an Agile software development environment and using Scrum	PASS/FAIL
4	At least three (3) years of experience over the past five (5) years using a software versioning system and having experience with git	PASS/FAIL
5	At least three (3) years of experience over the past five (5) years, using an issue tracking and reporting product and having experience with Jira	PASS/FAIL
6.6	<b>Skills and experience available amongst Team Roster staff</b>	
1	A minimum of five (5) years of experience over the past seven (7) years, with all elements of the Software Development Lifecycle: Eliciting and documenting business process flows, use cases, requirement definition, software architecture, design and development, quality management, risk planning and tracking, user acceptance testing, and end-user training.	PASS/FAIL
2	A minimum of five (5) years of experience over the past seven (7) years, providing software maintenance and support services for complex and custom software systems	PASS/FAIL
3	A minimum of five (5) years of experience over the past seven (7) years, in the development of web applications using Java, Python, Javascript and React as well as build tools such as Gradle, Maven, poetry, npm or equivalent.	PASS/FAIL
4	A minimum of three (3) years of experience over the past five (5) years to design and implement end-to-end test pipelines.	PASS/FAIL
5	A minimum of five (5) years of experience over the past seven (7) years, with SQL and database programming, ideally using Oracle and/or PostgreSQL databases, including designing data access layers and data models for an application.	PASS/FAIL
6	A minimum of five (5) years of experience over the past seven (7) years, in writing quality Software Documentation in the English language	PASS/FAIL
7	A minimum of two (2) years of experience over the past five (5) years in the design, development, maintenance, and optimization of automated software testing solutions	PASS/FAIL
8	A minimum of two (2) years of experience over the last five (5) years with formats and protocols for messages, Command and Control (C2) message queue and MQTT message parser.	PASS/FAIL
	<b>Management tools/planning</b>	
6.4	Confirmation of adherence to the minimum requirements for familiarization activities.	PASS/FAIL
9	Confirmation of adherence to the minimum requirements for risk management and business continuity/communication plan throughout the Contract period.	PASS/FAIL
	<b>Work Location</b>	
8	Confirmation that Contractor shall provide a workspace for personnel at its own cost. Services under WOs shall be delivered off site from the Commission's premises in Vienna, Austria.	PASS/FAIL

Only bidders who pass all above criteria will be considered for the point system evaluation (2nd stage)

No.	2. TECHNICAL REQUIREMENTS - EVALUATION CRITERIA AND METHOD	Points		
		Max Points	Factor	Weighted score
2-9	<b>Quality of the Proposal</b>			
2-9	Extent to which all aspects of the TOR have been addressed in sufficient detail and clarity	5	2	10
2-9	Understanding of the scope of work and the responsibilities of the Contractor	5	2	10
		<b>Subtotal</b>	<b>10</b>	<b>20</b>
5	<b>Optional requirement for the Contractor (asset)</b>			
5 (1)	Current CMM level 3 or higher, or ISO 9001 certification is an asset.	5	1	5
		<b>Subtotal</b>	<b>5</b>	<b>5</b>
6.7	<b>Asset - Skills and experience that should be available amongst Team Roster members</b>			
1	Experience with operational software systems, preferably geophysical, scientific software including integration with laboratory and calibration systems, software and instruments is an asset.	5	2	10
2	Experience in maintaining, refactoring, modernizing, and integrating legacy systems and codebases, including technologies such as E4JS, JSP, Apache Struts 2, Java Swing, and C++, ensuring compatibility, stability, and gradual transition toward modern architectures is an asset.	5	2	10
3	Experience using Oracle and PostgreSQL databases in production environments, working on migration projects from Oracle to PostgreSQL, and optimizing and finetuning SQL queries to gain performance is an asset.	5	2	10
4	Using the Playwright automation framework, including the development and maintenance of end-to-end (E2E) test suites for existing and new application features, integration of automated tests into CI/CD pipelines, test data management, and continuous improvement of test coverage and reliability across web-based applications is an asset.	5	2	10
5	A minimum of three (3) years of experience within the last five (5) years using a disciplined approach for CI/CD. Experience with GitLab CI/CD and/or Git Ops is an asset.	5	1.5	7.5
6	Experience with Elasticsearch, Grafana, TimescaleDB is an asset.	5	1	5
7	Demonstrated strong written and oral communication skills in English with a focus on rapport building, listening, and interviewing skills is an asset.	5	1	5
8	A minimum of two (2) years' experience over the past five (5) years in conducting research into a wide range of IT issues is an asset.	5	1	5
9	A minimum of two (2) years' experience over the past five (5) years as a Technical Writer on a similar project is an asset.	5	1	5
10	A minimum of two (2) years of experience within the last five (5) years deploying applications on Kubernetes clusters for the purpose of software operations and using Docker and Postman containerization technologies. Experience working with flux, helm, customize, Vault, Gateway API and/or Cilium Network Policies is an asset.	5	1.5	7.5
11	A minimum of two (2) years of experience within the last five (5) years with a software repository manager, experience with OCI registries is an asset.	5	1	5
		<b>Subtotal</b>	<b>55</b>	<b>80</b>
Various	<b>Examples of documentation/methodology</b>			
6.4	Example of familiarisation program/plan for the Project Team as described in the Terms of Reference	5	1.5	7.5
7.2	Project management system to be used for management and control of the work as described in the Terms of Reference	5	1.5	7.5
9	Example of business continuity/communication plan for the provision of services as described in the Terms of Reference	5	1	5
9	Risk Management methodology/plan for the provision of services as described in the Terms of Reference	5	1	5
		<b>Subtotal</b>	<b>16</b>	<b>25</b>
		<b>Total</b>	<b>85</b>	<b>130</b>

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 78 and 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 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:

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

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, subject to contractual acceptability.

The Contract will be awarded to the bidder who receives the highest combined score resulting from the technical and financial evaluations, subject to contractual and commercial acceptability.

**MINIMUM CONTENT OF TECHNICAL PROPOSAL  
AND COMPLIANCE MATRIX**

**RFP 2026-0049 "PROVISION OF SOFTWARE ENGINEERING SERVICES  
FOR IDC OPERATIONAL TOOLS (OPS-TOOLS) ON A CALL-OFF BASIS"**

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**

<b>Item</b>	<b>Minimum content</b>
<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,</li> <li>• Experience and qualifications in line with Section 5 of the ToR requirements.</li> <li>• Information on staff turnover over the past 3 years</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:               <ul 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> </ul> </li> </ul>
<b>3. Contractor’s specialists (minimum 5)/Team Roster</b>	
	<ul style="list-style-type: none"> <li>- CVs of proposed specialist</li> <li>- List (table) of specialists proposed for the Team Roster with indication of levels/ roles/functions related to the services stipulated under Section 3 of the ToR</li> </ul>
<b>4. Meeting the Requirements</b>	

Understanding of the ToR scope	<p>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.</p> <p>The proposal should also include, but not be limited to, the following supporting information:</p> <ul style="list-style-type: none"><li>- example of risk management and business continuity/communication plans</li><li>- example of familiarization plan</li><li>- three (3) contacts for references</li></ul>
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## Part II- Technical Compliance Matrix

Please complete Matrix and include it to your Technical Proposal

		<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>
2	<b>BACKGROUND</b>		
2	Confirmation of available capacities to deliver software engineering services for an Initial Period of three (3) years with an annual maximum of 1100 person workdays of Service, and options to extend the Contract twice for two (2) years each (two additional Call-off Periods) with an annual maximum of 1100 person workdays of Service.		
4	<b>PROVISION OF SOFTWARE ENGINEERING SERVICES</b>		
4.1.	<b>Software Development and Enhancement</b>		
	Relevant capacities, experience and knowledge to deliver the service as requested under ToR are available		
4.2.	<b>Software Support and Maintenance</b>		
	Relevant capacities, experience and knowledge to deliver the service as requested under ToR are available		
4.3	<b>Software Testing Support</b>		
	Relevant capacities, experience and knowledge to deliver the service as requested under ToR are available		
4.4.	<b>Technical Writing</b>		
	Relevant capacities, experience and knowledge to deliver the service as requested under ToR are available		
4.5.	<b>Technical Visits</b>		
	Relevant capacities, experience and knowledge to deliver the service as requested under ToR are available		
4.6.	<b>CI/CD/DevOps Support</b>		

	Relevant capacities, experience and knowledge to deliver the service as requested under ToR are available		
<b>5</b>	<b>REQUIREMENTS FOR THE CONTRACTOR</b> <b>The Contractor shall satisfy the following mandatory requirements:</b>		
<b>1</b>	To provide at least 5 staff meeting the requirements to be included in the Team Roster as described in section 4, 4.3.4 and 4.3.5. This shall apply for the initial roster and throughout the Contract period		
<b>2</b>	Demonstrated experience, in two of the last five (5) years, in the usage of a formal project management methodology, such as PRINCE2		
<b>3</b>	Demonstrated experience, in two of the last five (5) years, in providing software development services using an Agile software engineering methodology, preferably Scrum		
<b>4</b>	Confirmation on a staff turnover below 20% per year over the past 3 years		
<b>5</b>	Use of the English language for all written and oral communication with the Commission		
<b>6</b>	The Contractor shall ensure that the working hours of its relevant staff (e.g. project manager and lead developers), assigned to a Software Team, overlap at least two hours with the Commission's working hours (9am to 5pm CET).		
<b>7</b>	Optional requirement: Holding a current CMMI level 3 or higher, or ISO 9001 certification is an asset		
<b>6</b>	<b>REQUIREMENTS FOR THE STAFF AND TEAM ROSTER</b>		
<b>6.1.</b>	Confirmation of adherence to the minimum requirements of the Team Roster constitution throughout the Contract period		
<b>6.2</b>	Confirmation of adherence to the minimum requirements for maintenance of the Team Roster, conditions of revision throughout the Contract period		
<b>6.3</b>	Confirmation of adherence to the minimum requirements for Project Team Management throughout the Contract period		

6.4.	Confirmation of adherence to the minimum requirements for familiarization activities. Example of familiarisation program/plan for the Project Team is provided		
6.5	<b>Mandatory skills and experience for each staff on the Team Roster (based on CVs)</b> Each of the Contractor’s staff on the Team Roster shall meet the following minimum qualifications, and maintained for the duration of the Contract:		
1	A university degree in Computer Science or other scientific/technical subject with a high computational content or equivalent experience		
2	At least three (3) years of experience over the past five (5) years developing applications of similar scope (see example software systems in Section 3.2.3) using state-of-the-art technologies.		
3	A minimum of three (3) years of experience over the past five (5) years, working in an Agile software development environment and using Scrum		
4	At least three (3) years of experience over the past five (5) years using a software versioning system and having experience with git		
5	At least three (3) years of experience over the past five (5) years, using an issue tracking and reporting product and having experience with Jira		
6	Proficiency in written and spoken English.		
6.6.	<b>Mandatory skills and experience available amongst Team Roster staff (based on CVs), at the minimum two (2) of these requirements shall be met by each individual in the Team Roster, but all of these skills and experience shall be available in the Team Roster aggregate</b> The skills and experience shall be available in the Team Roster, and maintained for the duration of the Contract:		
1	A minimum of five (5) years of experience over the past seven (7) years, with all elements of the Software Development Lifecycle: Eliciting and documenting business process flows, use cases, requirement definition, software architecture, design and development, quality management, risk planning and tracking, user acceptance testing, and end-user training.		

2	A minimum of five (5) years of experience over the past seven (7) years, providing software maintenance and support services for complex and custom software systems.		
3	A minimum of five (5) years of experience over the past seven (7) years, in the development of web applications using Java, Python, React and Javascript as well as build tools such as Gradle, Maven, poetry, npm or equivalent.		
4	A minimum of three (3) years of experience over the past five (5) years to design and implement end-to-end test pipelines.		
5	A minimum of five (5) years of experience over the past seven (7) years, with SQL and database programming, using Oracle and/or PostgreSQL databases, including designing data access layers and data models for an application.		
6	A minimum of five (5) years of experience over the past seven (7) years, in writing quality Software Documentation in the English language		
7	A minimum of two (2) years of experience over the past five (5) years in the design, development, maintenance, and optimization of automated software testing solutions		
8	A minimum of two (2) years of experience over the last five (5) years with formats and protocols for messages, Command and Control (CnC) message queue and IMS2.0 message parser.		
<b>6.7.</b>	<b>Optional skills and experience available amongst Team Roster staff (based on CVs)</b> The following skills and experience in the Team Roster would be an asset, and shall be maintained for the duration of the Contract:		
1	Experience with operational software systems, preferably geophysical, scientific software including integration with laboratory and calibration systems, software and instruments is an asset.		
2	Experience in maintaining, refactoring, modernizing, and integrating legacy systems and codebases, including technologies such as ExtJS, JSP, Apache Struts 2, Java Swing, and C++, ensuring compatibility, stability, and gradual transition toward modern architectures is an asset.		
3	Experience using Oracle and PostgreSQL databases in production environments, working on migration projects from Oracle to PostgreSQL and optimizing and finetuning SQL queries to gain performance is an asset.		

4	Using the Playwright automation framework, including the development and maintenance of end-to-end (E2E) test suites for existing and new application features, integration of automated tests into CI/CD pipelines, test data management, and continuous improvement of test coverage and reliability across web-based applications is an asset.		
5	A minimum of three (3) years of experience within the last five (5) years using a disciplined approach for CI/CD. Experience with GitLab CI/CD and/or Git Ops is an asset		
6	Experience with Elasticsearch, Grafana, TimescaleDB is an asset.		
7	Demonstrated strong written and oral communication skills in English with a focus on rapport building, listening, and interviewing skills is an asset		
8	A minimum of two (2) years' experience over the past five (5) years in conducting research into a wide range of IT issues is an asset		
9	A minimum of two (2) years' experience over the past five (5) years as a Technical Writer on a similar project is an asset		
10	A minimum of two (2) years of experience within the last five (5) years deploying applications on Kubernetes clusters for the purpose of software operations and using Docker and Podman containerization technologies. Experience working with Flux, Helm, Kustomize, Vault, Gateway API and/or Cilium Network Policies is an asset		
11	A minimum of two (2) years of experience within the last five (5) years with a software repository manager, experience with OCI registries is an asset.		
7	<b>ORGANIZATION OF WORK</b>		
7.1- 7.3	Confirmation of adherence to the minimum requirements of work organization and services acceptance.		
8	<b>WORK LOCATION</b>		
8	The Contractor shall provide a workspace for personnel at its own cost. Services under WOs shall be delivered off-site from the Commission's premises in Vienna, Austria.		
8	Confirmation of acceptance of the travel expenses calculation methodology (return tickets, UN DSA)		

9	<b>RISK MANAGEMENT AND BUSINESS CONTINUITY</b>		
9	Confirmation of adherence to the minimum requirements for risk management and business continuity/communication plan throughout the Contract period. Examples of plans and methodologies provided.		

**Attachment No. 4**  
**Price Schedule Format for RFP 2026-0049 "PROVISION OF SOFTWARE ENGINEERING SERVICES**  
**FOR IDC OPERATIONAL TOOLS (OPS-TOOLS)**  
**ON A CALL-OFF BASIS"**

Level	Software engineering service	Role	OTY	Unit	Initial Period -3 years or max. total 3300 person-days	1st Optional Extension-2 years or max. total 2200 person-days	2nd Optional Extension-2 years or max. total 2200 person-days
	TOR Reference				Unit Price & Currency	Unit Price & Currency	Unit Price & Currency
Junior	3.1-3.6		1	person-day			
Junior	3.1-3.6		1	person-day			
Standard	3.1-3.6		1	person-day			
Standard	3.1-3.6		1	person-day			
Expert	3.1-3.6		1	person-day			
Expert	3.1-3.6		1	person-day			
Estimated travel cost: Return Ticket per person per trip (RT)			1	RT			

**Notes:**

- 1) Please complete all applicable columns (labor rates and estimated travel cost, if applicable), even if the rates remain unchanged throughout the entire term of the Contract.
- 2) Please specify currency (USD or Euro only). The rates shall be firm and fixed throughout the term of the Contract or for each respective Call-off Period.
- 3) This is a unit-based Call-off Contract. The exact number of working days will be determined/called-off in the form of WOs at the rates quoted in this Attachment.
- 4) The estimated travel cost is required for the purpose of tender evaluation.
- 5) The Commission will request the Contractor to submit estimated costs/expenses for travel including, inter alia, airfare and terminal costs before issuing WOs. Travel costs will be reimbursed by the Commission to the following extent:
  - International/regional travel by air: simple economy return airfare for the most direct route between the place of establishment of the Contractor and the premises of the Commission in Vienna, Austria. In exceptional circumstances and with prior written approval of the Commission, the Contractor may be reimbursed for flexible economy return airfare but it remains for the Commission to approve the type of airfare that will be reimbursed.
  - International travel by other means than air travel: the rate accepted by the Commission for the most direct route between the place of establishment of the Contractor and the premises of the Commission in Vienna, Austria.
  - Reasonable terminal expenses, if any: at cost against supporting documents.
  - The actual travel costs paid by the Commission shall not exceed the estimate by more than 10%.
- 6) Daily Subsistence Allowance (DSA) shall be calculated based on the values provided by the International Civil Service Commission (ICSC) for Vienna at the time of issuance of the WOs.
- 7) The maximum volume of person-days is just an indication and the Commission reserves the right, at its sole discretion, to call-off more, less or no person-days at all.

## 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

(Shopping Cart No.            )  
(SAP No.                    )

between

THE PREPARATORY COMMISSION

FOR THE COMPREHENSIVE NUCLEAR-TEST-BAN TREATY

ORGANIZATION

and

NAME OF THE CONTRACTOR

for

the provision of services pertaining to

**PROVISION OF SOFTWARE ENGINEERING SERVICES  
FOR IDC OPERATIONAL TOOLS (OPS-TOOLS)**

**ON A CALL-OFF BASIS**

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

**TO BE UPDATED ONCE SPECIFIC CONTRACT IS PREPARED**

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 21 below.

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

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

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

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

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

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

## 2 AIM OF THE CONTRACT

The aim of this Contract is to provide services namely, Provision of Software Engineering Services for IDC Operational Tools on a Call-Off Basis (hereinafter referred to as the “Services” or “Work”) to the Commission.

## 3 ENTRY INTO FORCE AND DURATION OF THE CONTRACT

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

## 4 COMMENCEMENT AND COMPLETION OF THE WORK

- (i) The Commission shall have the right, but not obligation, to call-off the Works in the form of WO within a period of 3 (three) years from the Effective Date or the performance of a maximum of 1,100 (one thousand one hundred) person-days per year by the Contractor, whichever occurs first (hereinafter referred to as the “**Call-off Period**”). The commencement and completion date for the performance of the Works (hereinafter referred to as “**Commencement Date**” and “**Completion Date**”, respectively) will be set out in the respective WO.
- (ii) The Commission shall have the option to extend the Call-off Period two (2) times for a period of 2 (two) years each, subject to the availability of funds, under the same terms and conditions as those of this Contract. The Commission will inform the Contractor about its intention to extend the Work at least one (1) month prior to the expiry of the Contract. The optional extension(s) will be implemented through a written notification to the Contractor by the Commission.

## 5 STANDARD OF WORK

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

## 6 RESPONSIBILITIES OF THE CONTRACTOR

- (a) The Contractor shall provide the Work described in Annex B, Annex C and the WO.
- (b) The Contractor shall provide qualified English-speaking personnel as necessary to perform the Work under this Contract. The key persons shall be available for possible tasks related to the Work throughout the duration of the Contract period. Any replacement of the key personnel shall be made in accordance with Clause 7 of Annex A and Section 6 of Annex B.

- (c) The Contractor acknowledges that after the completion of the Work under this Contract, the Commission shall own the Software and source code described in Annex B and the Contractor shall have no rights in that Software or source code unless granted by the Commission under Clause 24 of this Contract.

## **7 ORGANISATION OF CONTRACT IMPLEMENTATION**

- (a) During the term of the Contract, the Commission has the right, but not the obligation, to initiate performance of the Work through the issuance of individual WOs in accordance with section 7 of Annex B based on the firm fixed unit prices set out in Annex C and, if applicable travel costs as specified in Section 8 of Annex B. The Contractor shall not perform any Work if not requested by the Commission through an WO. However, the Contractor may propose a WO for the Commission's evaluation.
- (b) The WO issued by the Commission shall be the basis for acceptance, invoicing and payment of any Work performed by the Contractor.
- (c) The performance of the Work shall be made in full in accordance with the respective WO. Partial service performance of a WO will not be accepted and reimbursed without prior written agreement by the Commission.
- (d) The Work shall be performed at the place and within the approved Work Plan specified in the relevant WO.
- (e) The Commission may revise a WO as and when it may deem necessary.

## **8 WARRANTY**

- (a) The provisions of Clause 33 of Annex A shall apply to the Work performed by the Contractor.
- (b) The Contractor shall ensure that the Commission shall experience no loss of service or support level by sub-contractors or repair agents acting on behalf of the Contractor.

## **9 PERMITS, NOTICES, LAWS AND ORDINANCES**

- (a) The Contractor shall obtain and pay for all permits and inspections necessary for the proper execution and completion of the Work that are customarily obtained upon execution of this Contract and that are legally required at the time the Proposal is received by the Commission. This shall include, but not be limited to, work permits, visa, or similar.
- (b) The Contractor shall give all notices required by the nature of the Work.
- (c) If the Contractor notices that the Work or any part thereof required under this Contract is not in accordance with applicable laws and Rules, or with technical or safety standards, it shall promptly notify the Commission thereof in writing.

## 10 PROTECTION OF PERSONS AND PROPERTY

- (a) The Contractor shall be responsible for initiating, maintaining and supervising all safety precautions and programmes in connection with the Work.
- (b) The Contractor shall take all reasonable precautions for the safety of, and shall provide all reasonable protection to prevent damage, injury and loss to:
  - (i) all employees on the Commission's premises and all other persons who may be affected thereby;
  - (ii) all the Work, equipment, its spare parts, materials and supplies to be incorporated therein, whether in storage on or off the Commission's premises, which are under the care, custody or control of the Contractor or any of its subcontractors; and
  - (iii) other property on the Commission's premises or adjacent thereto.
- (c) The Contractor shall give all notices and comply with all applicable laws and Rules bearing on the safety of persons and property and/or their protection from damage, injury and loss.
- (d) The Contractor shall erect and maintain, as required by existing conditions and progress of the Work, all reasonable safeguards for the safety and protection of persons and property, including posting danger signs and other warnings against hazards and promulgating safety regulations.
- (e) When the use or storage of combustible, explosive or other hazardous materials is necessary for the execution of the Work, the Contractor shall exercise the utmost care and shall carry on such activities under the supervision of properly qualified personnel.
- (f) The Contractor shall be responsible for the prevention of accidents on the Commission's premises during the execution of the Work.
- (g) In any emergency affecting the safety of persons or property, the Contractor shall promptly act to prevent threatened damage, injury and loss.
- (h) The Contractor shall promptly remedy all damage and loss to any property, referred to in Sub-Clause (b) above, caused in whole or in part by the Contractor, any subcontractor, or anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable and for which the Contractor is responsible under Sub-Clause (b) above, except damage and loss attributable to the acts or omissions of the Commission or anyone directly or indirectly employed by it, or of anyone for whose acts the Commission may be liable, and not attributable to the fault or negligence of the Contractor. The foregoing obligations of the Contractor are in addition to its obligations under Clause 9 of Annex A.

## 11 RESPONSIBILITIES OF THE COMMISSION

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

## 12 CONTRACT PRICE

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

(i) For each WO issued during the Call-off Period specified in Clause 4(i) above, the firm fixed unit prices pursuant to Annex C and, if applicable, actual travel costs (excluding Daily Subsistence Allowance (DSA)) not exceeding 10% (ten percent) of the estimated amount specified in the WO and the applicable United Nations DSA rate, as specified in Section 8 of Annex B;

(ii) subject to sub-clause (b) below, for each WO issued during the optional extension(s) of the Call-off Period specified in Clause 4(ii) above, the firm fixed unit prices for the relevant period pursuant to Annex C and, if applicable, actual travel costs (excluding DSA) not exceeding 10% (ten percent) of the estimated amount specified in the WO and the applicable United Nations DSA rate, as specified in Section 8 of Annex B;

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

(b) In the event that the Commission decides to extend the Call-off Period early, as foreseen in Clause 4(ii) of this Contract, the Contractor will be reimbursed for the person-days called off in this period as follows:

(i) until the expiry of the initial Call-off Period, the firm fixed daily rate set out in subparagraph (a)(i) above;

(ii) after the expiry of the initial Call-off Period, the daily rate agreed for the respective extension (subparagraph (a)(ii) above).

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

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

(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 13(e) below.

**OR**

No Taxes are applicable under this Contract.

### 13 PAYMENT

- (a) The Contract Price shall be paid upon satisfactory completion of each deliverable for the Work and satisfactory completion of each WO and submission of the following:
  - i) Invoice drawn up in accordance with this Clause 13;
  - ii) Any other documentation that might be required under the applicable WO.
- (b) The Commission will make the payments to the Contractor on the basis of an invoice submitted by the Contractor as per Sub-Clause (d) below. All payments shall be made within 30 (thirty) days of the receipt and acceptance of the invoice, provided that the Work has been satisfactorily completed and has been accepted by the Commission.
- (c) The making of any payment hereunder by the Commission shall not be construed as an unconditional acceptance by the Commission of the Work accomplished by the Contractor up to the time of such payment.
- (d) The Contractor shall submit an invoice electronically, from the Contractor's official e-mail address in PDF format, duly signed and stamped by the Contractor and submitted to the Commission's email address specified in Clause 22 below. Each invoice shall contain the Contract number (CTBTO and SAP numbers), detailed banking instructions, including the name and address of the Contractor's bank, account number, account holder's name and SWIFT, IBAN and/or ABA codes for payment by electronic transfer.

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

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

### 14 TEMPORARY SUSPENSION OF WORK

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

## **15 DELAYS AND EXTENSION OF TIME**

- (a) If the Contractor is delayed at any time in the progress of the Work by any act or omission of the Commission or by any of its employees, or by any other contractor employed by the Commission, or by changes in the Work ordered by the Commission, or by any causes beyond the Contractor's reasonable control, or by any other cause which the Commission determines may justify the delay, then the time for completion of the Work shall be extended by an amendment to this Contract in accordance with Clause 21 below for such reasonable time as the Commission may determine.
- (b) Any request for extension of the time for reasons referred to in Clause 15(a) above shall be submitted to the Commission not later than 20 (twenty) days after the commencement of the delay, otherwise said request shall be deemed to be waived. Such request shall state grounds for the delay and shall provide an estimate of the probable effect of such delay on the progress of the Work.

## **16 CONTRACTOR'S CLAIMS AND REMEDIES**

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

## **17 ENTIRE AGREEMENT**

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

## **18 DISCREPANCIES**

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

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

## 19 SEVERABILITY

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

## 20 NO WAIVER

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

## 21 CONTRACT AMENDMENT

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

## 22 TRANSMISSION OF NOTICES AND OTHER DOCUMENTS

Notices, invoices, reports and other documentation under the Contract shall be delivered or sent to the relevant Party as follows (or to such person/title, address 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 submission of 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 payments and invoices related enquiries:

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

(b) The Contractor:

*Name:* .....

*Title* .....

*Address* .....

*Tel:* .....

*Email:* .....

## **23 EFFECTIVENESS**

- (a) Except as provided below, any communication in connection with the Contract will be deemed to be given as follows:
- (i) if delivered in person, at the time of delivery;
  - (ii) if by registered mail or courier, when received;
  - (iv) if by electronic communication, when retrievable by the Commission in document form.
- (b) A communication given under Clause 23(a) above that is received or becomes retrievable on a non-working day or after business hours at the seat of the Commission will only be deemed to be given on the next working day of the Commission.

## **24 SOFTWARE LICENCE**

The Commission hereby grants the Contractor a non-exclusive, non-transferable, irrevocable license to use the Software for the duration of the Contract and for the purpose of doing the Work under the Contract. The use of the source code is only for the duration of the Contract and for the Work required under the Contract. All title, ownership rights and intellectual property rights in and to the Software shall remain with the Commission. The Contractor acquires no title, right or interest in the Software, other than the license(s) specifically granted herein by the Commission.

IN WITNESS hereof, the duly authorized Representatives of the Parties have executed this Contract:

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

\_\_\_\_\_  
[Name and Position]

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

Place: Vienna, Austria

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

\_\_\_\_\_  
[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 REFERENCE**

#### **PROVISION OF SOFTWARE ENGINEERING SERVICES FOR IDC OPERATIONAL TOOLS (OPS-TOOLS) ON A CALL-OFF BASIS**

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## 1. INTRODUCTION

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organisation (hereafter referred to as the Commission), located in Vienna, Austria, is the international organization establishing the global verification system under the provisions of the Comprehensive Nuclear-Test-Ban Treaty (CTBT), which bans any nuclear explosion below or above the Earth's surface, underwater and on the surface of the water or in the atmosphere. The verification system includes the International Monitoring System (IMS), a global network of monitoring stations that employ waveform technologies (seismic, hydro-acoustic and infrasound) and radionuclide technologies (particulate and noble gases), a global satellite communications infrastructure (the GCI), an International Data Centre (IDC), and the capability to carry out on-site inspections (OSI). More information on CTBTO is available at [www.ctbto.org](http://www.ctbto.org).

## 2. BACKGROUND

The IDC supports the CTBTO's nuclear verification mission by collecting, processing, and analyzing IMS data to detect possible nuclear events and distribute near-real-time reports to State Signatories. It also monitors the operational status of IMS facilities, communication links, and processing systems to ensure reliable performance.

To support these operations, the IDC requires software engineering services to maintain, enhance, and develop operational tools (OPS-TOOLS), including systems for station communication, calibration, Quality Assurance / Quality Control management, and performance evaluation, with integration into platforms such as Multi Technology Integration Portal (MuTIP) and Station Operator Portal (SO-Portal).

Consequently, the Commission seeks to establish a Call-Off Contract with an Initial Call-off Period of three (3) years with an annual maximum of 1100 person workdays of Service, and options to extend the Contract twice for two (2) years each (two additional Call-off Periods) with an annual maximum of 1100 person workdays of Service. At its sole discretion, the Commission reserves the right to call off more, fewer or no person days at all.

On-site presence shall only occur upon explicit request by the Commission and is limited to a maximum total of ten (10) days per year across for no more than two (2) Contractor's personnel.

These Terms of Reference (hereinafter referred to as "ToR") form the technical framework for the provision of on-site and off-site software engineering services for IDC OPS-TOOLS (hereinafter referred to as "Services" or "Work") and define the technical requirements that the Contractor and its services shall meet.

### **3. SCOPE OF WORK**

The Contractor shall provide the Commission with software engineering services related to existing and yet to be developed software which support IDC operations processes. This includes maintaining and further developing IDC operational software tools and supporting the integration of IDC operational software tools into portal(s) and other applications.

The following software engineering services are sought (see Section 4):

1. Software Development and Enhancement
2. Software Support and Maintenance
3. Software Testing Support
4. Technical Writing
5. Technical Visits
6. CI/CD/DevOPS Support

## **4. PROVISION OF SOFTWARE ENGINEERING SERVICES**

This section breaks down the description of the Services that shall be provided by the Contractor:

### **4.1. Software Development and Enhancement**

#### **4.1.1. Work Specifications**

In general, the work involves the review and execution of the software design and implementation phases, and the delivery of code and documentation, which can be used to build and deploy systems.

In particular, the work involves the following steps:

- A review of the requirements specifications, any existing systems and databases and additional information requirements and comments expressed by the Commission project manager. The outcome of this step would be a revised requirements document forming the basis for planning the work
- Scheduling of the deliverables and estimating the effort to execute the work
- Analysis, design, coding, testing and deploying
- Delivery and acceptance support of each deliverable
- Delivery of the documentation agreed for each project which will provide the Commission staff with a sound understanding of the rationale and technical details of the developed component, so that these staff can maintain and expand the system accordingly

The detailed scope of the service and specific requirements for a Software Project will be defined at the time when the Commission requests the Contractor to submit a Project Plan / Work Plan (see Section 5).

Examples of software projects that the Contractor may be requested to work on are:

- Enhancement of the CAMT, LABOPS, OPERA, ROSS and SOPET software systems (see details in section 3.2.4)

#### **4.1.2. Deliverables**

The deliverables will follow standards specified by the Commission, which are based on industry best practices.

The deliverables may include:

- A statement of the requirements / objectives of the software component
- Project plan: a plan document specifying the roles and responsibilities, schedule, milestones, deliverables and effort expressed in number of days
- Progress Report and updated project plan
- Issue management plan
- Risk management plan
- Configuration management plan
- Source code as per agreed coding standards
- Test plans, test cases, test scripts and pipelines as well as test results (of unit test, integration and system test and, when applicable, regression test)
- Results of review and inspection (architectural, database design, code, documentation when applicable)
- Technical documentation including design documents for the software components as per agreed standards

- Workshops or (tele)conferences for knowledge transfer to the Commission staff
- Recommendations / guidelines to help the Commission staff adhere to the implementation / design concepts
- Deployment and Release policies
- Changelog: a description of what changes were made relative to the previous release, along with a list of files that were modified by each change. Each release shall also include a list of outstanding items to be done, including all known defects.

At the time when defining the specific requirements for a Software Project (see Section 7), the Commission may select deliverables from the above list, or request other deliverables deemed relevant to the project.

## **4.2. Software Support and Maintenance**

### **4.2.1. Work Specifications**

In general, the work involves the review and execution of the software transition and operation phases through the provision of support and maintenance services, mainly for custom software systems.

In particular, the work may involve the following steps:

- Perform remote troubleshooting
- Provide proactive and/or reactive support services
- Analysis of the current functionality of a software system
- Provide/Implement software patches and updates
- Migrations for major releases of software
- Implement deployment and release policies
- Provide installation and usability assistance
- Provide training or other services associated with operating the software
- Track and perform software license code updates and upgrades (when applicable).

The detailed scope of the service and specific requirements for a Software Project will be defined at the time when the Commission requests the Contractor to submit a Project Plan / Work Plan (see Section 5)

### **4.2.2. Deliverables**

The deliverables will follow standards specified by the Commission, which are based on industry best practices. The deliverables may include:

- Monthly report
- Training materials
- Source code as per agreed coding standards
- Test plans, test cases, test scripts and pipelines as well as test results (of unit test, integration and system test and when applicable regression test)
- Updated technical documentation for the software components, as per agreed standards
- Workshops or (tele)conferences for knowledge transfer
- Changelog: a description of what changes were made relative to the previous release, along with a list of files that were modified by each change. Each release shall also include a list of outstanding items to be done, including all known defects

At the time when work is called off (see Section 7), the Commission may select deliverables from the above list, or request other deliverables deemed relevant to the project.

#### **4.2.3. Sample custom software systems**

Some examples of software systems that the Contractor may be requested to support are:

##### ***Calibration Activities Management Tool - CAMT***

*Description:* CAMT facilitates the planning, implementation, and reviewing of results of "on-site scheduled calibration" for Seismic and Hydroacoustic T-phase stations. CAMT allows to generate, modify, store, manage and display the calibration schedule and the status of the calibration activities, makes the results available to the Authorized Users (via the web interface, subscription, or request), communicate with station operators through emailing, and produce reports on calibration results.

*Main components:*

- CAMT web application

*Integrations:*

- IMS Reporting System (IRS), Database of the Technical Secretariat (DOTS), SoH, Secure Web Portal (SWP), New Messaging System (NMS), IDC Databases, Email
- Containerised CTBTO utilities
- Formats and Protocols for Messages

*Technologies :*

- Java 11+
- Apache Maven
- Apache Tomcat 9.0+
- ExtJS 4.0.7 (maintenance)
- React, Material UI, Redux
- Hibernate 5+
- Spring 5+
- Spring Security
- Spring Data JPA
- PostgreSQL 16+, Oracle DB
- Docker
- Gitlab CI
- Selenium 4.x+ & Playwright 1.55+

##### ***Station Operator Performance Evaluation Tool - SOPET***

*Description:* SOPET facilitates review of Monthly Reports (MR) and Station Summary Reports (SSR), which are deliverables provided by the IMS Station Operators. SOPET enables evaluation of IMS Station Operator performance. Other functionalities include creating operational reports (e.g. per station/per country/per IMS Station Operator) over a specified time period and evaluation of station summary reports.

*Main components:*

- SOPET web application
- SOPET SSR web application

*Integrations:*

- IRS, PRTool, DOTS, Alfresco Document Management System, MS SharePoint, IDC database, MySQL MariaDB, Email

*Technologies:*

- Java 11+
- Apache Maven
- Apache Tomcat 9.0+
- JSP, JQuery
- Apache Struts 2
- Hibernate 5+
- Spring 5+
- Spring Security
- Spring Data JPA
- PostgreSQL 16+, Oracle DB
- Docker
- Gitlab CI

***Radionuclide Operations Support System - ROSS***

*Description:* ROSS provides an integrated view of RN station status and IDC processing and interactive review results. It focuses on metrics to support the monitoring and troubleshooting of the RN network and provides an interface between IDC operations staff and analysts for sharing information on station issues.

ROSS is supported by the Auto-ROSS software running in the IDC environment as part of the automatic processing pipeline. Auto-ROSS performs a configurable set of checks on selected SOH parameters and IDC results. The check results (with flagging) are displayed in the ROSS interface for review.

*Main components:*

- ROSS application (standalone Java-Swing)
- AUTO\_ROSS

*Integrations:*

- IDC database, Jira-IRS

*Technologies:*

- Java
- Java Swing
- C++
- Oracle

***Laboratory Operations - LabOPS***

Description: LabOPS supports communication between the PTS staff and IMS radionuclide laboratories and tracks all steps (from communication messages to results analysis) related to the sample shipment from IMS stations to laboratories, sample measurement at laboratories, and sample shipment from laboratories to the PTS archive in Vienna.

*Main components:*

- LabOPS web application

*Integrations:*

- DOTS, IDC database, Command and Control (CnC) message queue, IMS2.0 message parser, Performance Monitoring Tool (PMTool), Email, Formats and Protocols for Messages

*Technologies:*

- Python 3.12+ with Tornado 6.5+
- SQLAlchemy 2.x+ (ORM) with Alembic (migrations)
- PostgreSQL 16+, Oracle DB
- RabbitMQ (message broker via aio\_pika)
- React 18.x+ with TypeScript 4.8+
- Material-UI (MUI) 6.x+, Redux Toolkit 2.x+
- Plotly.js, Recharts, BPMN.js
- Custom spyrus library (S/MIME, digital signatures, HSM support)
- Docker/Podman containers
- GitLab CI/CD
- Selenium 4.x+ & Playwright 1.55+

## ***OPERA***

*Description:* Web version (and future replacement) of ROSS

*Main Components:*

- OPERA web application (a replacement for ROSS)

*Integrations:*

- IDC database, Jira-IRS

*Technologies:*

- Python 3.11+
- Dash 2.18+ - Main framework for interactive dashboards
- Flask 3.x+ - Underlying web server
- Plotly 5.x+ - Data visualization
- Oracle DB
- Matplotlib, Seaborn
- Docker/Podman containers
- GitLab CI/CD
- Selenium 4.x+ & Playwright 1.55+

## **4.3. Software Testing Support**

### **4.3.1. Work Specifications**

The work may involve the following core tasks:

- Plan a comprehensive test preparation and execution
- Audit code coverage
- Work from software specifications to identify test data requirements and generate required test data
- Design and support the implementation and automate tests (unit tests, integration tests and system tests, and when applicable regression tests)
- Correct errors by making appropriate changes and rechecking the program to ensure that the desired results are produced
- Report software defects and priorities
- Consult with managerial, engineering and technical personnel to consolidate test efforts, identify bottlenecks, risk analysis and mitigation, and quality improvement as well as to coordinate test efforts and adapt to changing requirements and fast paced release schedules
- Consult with development team to troubleshoot and resolve project issues both technical and non-technical in nature

### **4.3.2. Deliverables**

The deliverables may include:

- Test Plans
- Test Cases
- Test Scripts
- CI/CD test pipelines
- Test Results (of unit test, integration and system test and when applicable regression test)

At the time when work is called off (see Section 7), the Commission may select deliverables from the above list, or request other deliverables deemed relevant to the project.

## **4.4. Technical Writing**

### **4.4.1. Work Specifications**

In particular, the work may involve the following tasks:

- Compiling all documentation for business requirements by working with the Commission and development teams to capture, document and manage IT related documents including:
  - ✓ Updating of user manuals
  - ✓ Writing and update Help files
  - ✓ Distilling relevant information and present that information in an easy-to-understand format using text, screen shots, photographs, drawings, sketches, diagrams, and charts
  - ✓ Maintaining a document repository

- ✓ Contributing to and communicating documentation standards, and provide training where required
- ✓ Analysing IT project requirements to determine and deliver types of documents needed
- Plan, design, research, write, and edit a range of documents, including user guides and manuals, technical specifications, training materials, user policies, for both print and online media.

#### **4.4.2. Deliverables**

The deliverables for each assignment, which must follow the Commission established standards, and may include some or all the following items in the form of electronic media.

- User guides and manuals
- Help files
- Technical specifications
- Training materials
- User policies
- Release and deployment documentation

At the time when work is called off (see Section 7), the Commission may select deliverables from the above list, or request other deliverables deemed relevant to the project.

### **4.5. Technical Visits**

#### **4.5.1. Work Specifications**

Work specifications may include:

- Install software systems
- Conduct corrective maintenance
- Provide training

At the time when the work is called-off (see Sections 7), the detailed scope of the work shall be defined, including the work to be performed on-site or elsewhere.

#### **4.5.2. Deliverables**

After each technical support visit the Contractor shall submit a Technical Visit Report:

- Date and place where the task took place
- Description of the task
- The action(s) taken to complete the task, including test results, if applicable
- Possible cause of the failure, if applicable
- Conclusions, as applicable.

At the time when work is called off (see Section 7), the Commission may select deliverables from the above list, or request other deliverables deemed relevant to the project.

### **4.6. CI/CD/DevOps Support**

#### **4.6.1. Work Specifications**

In general, the work involves the audit, design and implementation of software development lifecycles to minimize the time to operations while ensuring high quality and availability.

In particular, the work involves the following steps:

- Mentor other Software Team members in CI/CD/DevOps methodologies
- Develop release and deployment policies
- Support the implementation of release and deployment policies
- Support scripting of automated deployment (and rollback) of releases
- Design, implement and test Kubernetes deployments in close collaboration with the CTBTO infrastructure team
- Adjust operating system settings, Docker runtime, and container orchestration parametrisation
- Support developers in testing and running the Software on development machines.

The detailed scope of the service and specific requirements for a Software Project will be defined at the time when the Commission requests the Contractor to submit a Project Plan / Work Plan (see Section 7).

#### **4.6.2. Deliverables**

The deliverables will follow standards specified by the Commission, which are based on industry best practices.

- Gitlab CI/CD pipelines
- Deployable artifacts including but not limited to container images
- Automated test results
- Helm charts to define Kubernetes deployments
- GitOps related Kubernetes manifests
- Cilium Network Policies
- Versioned releases
- Test and/or production deployments

At the time when defining the specific requirements for a Software Project (see Section 7), the Commission may select deliverables from the above list, or request other deliverables deemed relevant to the project.

## **5. REQUIREMENTS FOR THE CONTRACTOR**

The Contractor shall satisfy the following mandatory requirements:

1. Provide at least five (5) staff meeting the requirements to be included in the Team Roster as described in Sections 6.5 and 6.6. This shall apply for the initial roster and throughout the Contract period
2. Demonstrated experience, in two of the last five (5) years, in the usage of a formal project management methodology, such as PRINCE2
3. Demonstrated experience, in two of the last five (5) years, in providing software development services using an Agile software engineering methodology, preferably Scrum
4. A staff turnover below 20% per year over the past 3 years
5. Use of the English language for all written and oral communication with the Commission
6. The Contractor shall ensure that the working hours of its relevant staff (e.g. project manager and lead developers), assigned to a Software Team, overlap at least two hours with the Commission's working hours (9am to 5pm CET).

Meeting the following optional requirement will be considered an asset:

7. Holding a current CMMI level 3 or higher, or ISO 9001 certification.

## **6. REQUIREMENTS FOR STAFF AND TEAM ROSTER**

### **6.1. Constitution of the Team Roster**

The Contractor shall manage approved Team Roster including details of staff that are will be involved in the performance of work on-site and/or off-site for the Commission. At a minimum, the following information shall be provided for each of these staff:

- Name
- Role
- Employed since
- Type(s) of Service(s) from Section 4 in which the staff may be involved
- Curriculum Vitae

Each member of the Team Roster shall be appropriately skilled and experienced to carry out the role and service(s) listed in the Team Roster.

The Contractor shall demonstrate:

- The capacity of the suggested Team Roster to tackle all Services described in Section 4.
- The compliance of the suggested Team Roster with requirements set out in Sections 4, and 6.

### **6.2. Maintenance of the Team Roster, conditions of revision**

The Contractor shall maintain an up-to-date version of the Team Roster for the duration of the Contract. The Contractor shall be responsible to inform the Commission when staff are to be removed or added to the Team Roster, and if the details of a staff are modified.

If the Commission estimates that the Team Roster lacks capacity or capability to perform a specific work within the specified timeframe or quality, the Contractor shall provide, within three working days after a request is made by the Commission, the details of skilled and experienced staff (in the form of CV) to be added to the Team Roster for consideration by the Commission. Staff proposed for replacement shall have equal or better qualifications and experience. The Commission reserves the right to interview new team members for the Team Roster.

The Contractor shall estimate on-boarding or familiarisation time as a response to each Request. The Commission is not liable for on-boarding or familiarisation time. The onboarding of staff added to the Roster during the implementation phase shall be at the expense of the Contractor.

### **6.3. Project Team Management Requirements**

The Contractor shall ensure that each staff of the Project Team:

- is dedicated to the project during the Contract period (unless otherwise agreed); and
- is not re-assigned from the project without the prior written consent of the Commission.

The Contractor shall:

- Have an established pre-screening process to identify suitable staff.
- Provide CVs of the proposed Project Team to demonstrate that the team member is appropriately skilled and experienced to carry out the work plan, along with the proficiency level of each member of the Project Team on this project (see Sections 6.5 and 6.6.).
- Provide Replacement of poor performing Project Team members or provision of specific training to address a gap in knowledge identified after a Project Team member has started his or her assignment, at no cost for the Commission, upon request by the Commission.

- Establish a familiarisation program/plan (see Section 6.4.) to help new members of the Project Team become productive within a predefined period after the start of their assignment for the Commission.
- Be pro-active in identifying and proposing additional resources and/or expertise to the Project Team based on the current needs of the Project.

The Commission reserves the right to seek an immediate replacement for any Project Team member from the Roster, as determined by the Commission. In such cases, the Commission will request a replacement Contractor staff, with equal or better qualifications and experience, to complete the tasks. If no suitable replacement can be agreed upon, the Commission reserves the right to terminate the assignment of the Project Team member with immediate effect. Continuity of staff is an important consideration. The Contractor shall therefore take necessary measures to ensure a seamless transition when taking over the services and keep changes to staff being assigned to the Commission to a minimum throughout the duration of the Contract.

#### **6.4. Familiarization**

As outlined in Section 2 and described in detail in Sections 4.1 and 4.2, the applications under development and maintenance for IDC Operations require a high level of software development proficiency as well as basic subject matter knowledge of the domain the specific application is supporting. The Contractor shall ensure that a familiarisation program/plan for the Project Team is in place at the Contract commencement, and includes significant familiarisation efforts to acquire domain specific knowledge by the Project Team as specified in the table below:

Application	Required Domain Specific Knowledge
CAMT	<ul style="list-style-type: none"> <li>• Basic understanding of seismic sensing (sensors, digitizers, response functions)</li> <li>• Basic understanding of seismic sensor networks and network coverage concepts</li> <li>• Good understanding of all constraints governing calibration scheduling</li> </ul>
SOPET	<ul style="list-style-type: none"> <li>• Basic understanding KPIs used to evaluate Station Operator performance</li> <li>• Basic understanding of IMS station operations and maintenance procedures</li> <li>• Basic understanding of reporting requirements for IMS stations</li> </ul>
ROSS	<ul style="list-style-type: none"> <li>• Basic understanding of radio nuclide sample collection, quality control and analysis</li> <li>• Basic understanding of radio nuclide station operations and maintenance</li> </ul>
LabOPS	<ul style="list-style-type: none"> <li>• Basic understanding of radio nuclide sample analysis</li> <li>• Basic understanding of logistic processes related to radio nuclide sample shipments and their respective KPIs</li> </ul>
OPERA	see ROSS

Familiarisation program/plan for the Project Team should be consistently updated by the Contractor, aligning with the ongoing needs and requirements.

#### **6.5. Skills and experience for each staff on the Team Roster**

Each of the Contractor's staff on the Team Roster shall meet the following minimum qualifications, and maintained for the duration of the Contract:

	Skills and experience
1	A university degree in Computer Science or other scientific/technical subject with a high computational content or equivalent experience
2	At least three (3) years of experience over the past five (5) years developing applications of similar scope (see example software systems in Section 3.2.3) using state of the art technologies.
3	A minimum of three (3) years of experience over the past five (5) years, working in an Agile software development environment and using Scrum
4	At least three (3) years of experience over the past five (5) years using a software versioning system and having experience with git
5	At least three (3) years of experience over the past five (5) years, using an issue tracking and reporting product and having experience with Jira
6	Proficiency in written and spoken English.

#### **6.6. Skills and experience available amongst Team Roster staff**

The following combined skills and experience shall be available in the Team Roster, and shall be maintained for the duration of the Contract; at the minimum, two (2) of these requirements shall be met by each individual in the Team Roster, but all of these skills and experience shall be available in the Team Roster aggregate. The skills and experience shall be available in the Team Roster, and maintained for the duration of the Contract:

	Skills and experience
1	A minimum of five (5) years of experience over the past seven (7) years, with all elements of the Software Development Lifecycle: Eliciting and documenting business process flows, use cases, requirement definition, software architecture, design and development, quality management, risk planning and tracking, user acceptance testing, and end-user training.
2	A minimum of five (5) years of experience over the past seven (7) years, providing software maintenance and support services for complex and custom software systems.
3	A minimum of five (5) years of experience over the past seven (7) years, in the development of web applications using Java, Python, React and Javascript as well as build tools such as Gradle, Maven, poetry, npm or equivalent.
4	A minimum of three (3) years of experience over the past five (5) years to design and implement end-to-end test pipelines.
5	A minimum of five (5) years of experience over the past seven (7) years, with SQL and database programming, using Oracle and/or PostgreSQL databases, including designing data access layers and data models for an application.
6	A minimum of five (5) years of experience over the past seven (7) years, in writing quality Software Documentation in the English language
7	A minimum of two (2) years of experience over the past five (5) years in the design, development, maintenance, and optimization of automated software testing solutions

8	A minimum of two (2) years of experience over the last five (5) years with formats and protocols for messages, Command and Control (CnC) message queue and IMS2.0 message parser.
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### 6.7. Additional skills and experience available amongst Team Roster staff

The following skills and experience in the Team Roster would be an asset, and shall be maintained for the duration of the Contract:

	Skills and experience
1	Experience with operational software systems, preferably geophysical, scientific software including integration with laboratory and calibration systems, software and instruments is an asset.
2	Experience in maintaining, refactoring, modernizing, and integrating legacy systems and codebases, including technologies such as ExtJS, JSP, Apache Struts 2, Java Swing, and C++, ensuring compatibility, stability, and gradual transition toward modern architectures is an asset.
3	Experience using Oracle and PostgreSQL databases in production environments, working on migration projects from Oracle to PostgreSQL and optimizing and finetuning SQL queries to gain performance is an asset.
4	Using the Playwright automation framework, including the development and maintenance of end-to-end (E2E) test suites for existing and new application features, integration of automated tests into CI/CD pipelines, test data management, and continuous improvement of test coverage and reliability across web-based applications is an asset.
5	A minimum of three (3) years of experience within the last five (5) years using a disciplined approach for CI/CD. Experience with GitLab CI/CD and/or Git Ops is an asset
6	Experience with Elasticsearch, Grafana, TimescaleDB is an asset.
7	Demonstrated strong written and oral communication skills in English with a focus on rapport building, listening, and interviewing skills is an asset
8	A minimum of two (2) years' experience over the past five (5) years in conducting research into a wide range of IT issues is an asset
9	A minimum of two (2) years' experience over the past five (5) years as a Technical Writer on a similar project is an asset
10	A minimum of two (2) years of experience within the last five (5) years deploying applications on Kubernetes clusters for the purpose of software operations and using Docker and Podman containerization technologies. Experience working with Flux, Helm, Kustomize, Vault, Gateway API and/or Cilium Network Policies is an is an asset.
11	A minimum of two (2) years of experience within the last five (5) years with a software repository manager, experience with OCI registries is an is an asset.

## **7. ORGANIZATION OF WORK**

The Commission may request Services as described in Section 4.

The work will be called off in the form of Work Orders (WOs). Each WO shall include the exact scope of work and the required deliverables to be performed and delivered by the Contractor.

### **7.1. Initiating Work**

Since the IDC follows the Scrum software development methodology, WOs generally follow Scrum sprints and cover software development services to be performed within approximately two (2) to four (4) weeks. Therefore, a WO is issued during a sprint planning meeting, and the work items to be addressed in that WO (sprint) are recorded in the Commission's Issue tracking system. Initiation of the sprint constitutes the issuance of the WO. In the case of a WO issued outside of the Scrum framework, the Commission will supply the work to be performed in writing to the Contractor. The Contractor shall respond with an estimate of the number of person-days required to complete the work and the delivery date. After the estimate and delivery date are accepted, the Commission will issue the WO to the Contractor.

The Contractor shall perform the work only after receipt of the WO.

### **7.2. Work Order Management**

At the start of each WO, the Contractor shall detail and implement a project management system that clearly defines how the work is to be managed and controlled. It should include at a minimum:

- Approval by the Commission project manager of the stages with defined milestones and deliverables
- Authorization to proceed from one stage to the other by the Commission project manager
- Approval by the Commission project manager of the scope, costs and schedule of each stage of the project
- Planning and assurance of quality for each stage of the project
- Monitoring of the progress of the project by the Commission project manager through continuous status reports (automated status reports is preferable) and timely issue escalation procedures
- Final report and Lessons learned report at the end of the project.

All documentation produced by the Contractor shall adhere to the IDC Documentation Standards, templates of which will be provided to the Contractor during the kick-off meeting.

### **7.3. Completion and Acceptance**

At the end of a particular WO, the Contractor shall submit to the Commission the agreed deliverables within the period of performance stated in the respective WO.

Typically, in accordance with the Scrum methodology, the Contractor will present the work performed during the sprint, including demonstrations of any newly developed software, within the Sprint Review meeting.

The Contractor shall submit a Report to the Commission, electronically via email and within the first five (5) working days following the completion of each sprint, describing all the activities performed during the preceding month, including but not limited to summary of technical support activities done and working time spent on each work item

## **8 WORK LOCATION**

The Contractor shall provide a workspace for personnel at its own cost. Services under WOs shall be delivered off-site from the Commission's premises in Vienna, Austria. The Commission will provide the Contractor a remote access to the relevant infrastructure in the PTS network. The infrastructure comprises but is not limited to, software, servers, web services, LANs, and databases.

The Contractor may be required to travel to the Headquarters of the Commission in Vienna, Austria, as applicable for a two-person visit once every 12 months, each lasting up to five days and to be preliminary confirmed with the Contractor. The Commission shall agree upon the on-site days before issuing the WOs. In case on-site work is required at the PTS headquarters in Vienna, Austria, the Commission will provide at its premises a suitable work environment (workspace, meeting rooms for presentations and trainings, standard stationery, internet connection) to the Contractor's personnel to perform the services under WOs, as required.

All travel arrangements shall be the Contractor's responsibility if travel is required (including visa, hotel). The Commission will reimburse return flight ticket costs based on the most direct and economical route upon presentation of supporting documents.

Per-diem amounts shall be based on the applicable United Nations Daily Subsistence Allowance (DSA) rates provided by the International Civil Service Commission (ICSC).

## **9 RISK MANAGEMENT AND BUSINESS CONTINUITY**

The Contractor shall provide a business continuity/communication plan and a thorough risk assessment plan at the Contract commencement to identify potential risks that could impact the successful execution of the outlined software development services in these Terms of Reference, including contingency plans, as appropriate.

Risks may include but are not limited to technical challenges, changes in project requirements/scope, resource constraints, schedule delays, integration difficulties, and third-party dependencies. The risk assessment plan and a business continuity/communication plan should be consistently updated, aligning with the delivery of milestones or significant accomplishments.

Upon the Contract'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 OPS Tools Projects(s).