



TO: All Bidders

FROM: Sally Alvarez de Schreiner
Chief, Procurement Services Section

DATE: 8 May 2026

REF.: RFP No. 2026-0049/POLONSKAYA

EMAIL: n/a

EMAIL: procurement@ctbto.org

SUBJECT: **Amendment No. 1 to RFP 2026-0049/POLONSKAYA**
“Provision of Software Engineering Services for IDC Operational Tools (OPS-Tools) on a Call-Off Basis”

Dear Bidders,

Reference is made to the Request for Proposal (RFP) No. 2026-0049/POLONSKAYA: Provision of Software Engineering Services for IDC Operational Tools (OPS-Tools) on a Call-Off Basis.

Kindly be informed that the Model Contract and Terms of Reference (Annex B) of the RFP are hereby replaced with the attached amended versions of these documents (Rev.7 May 2026) which incorporate the provisions relating to the option of carrying over unused person-workdays (revisions in track changes and highlighted in yellow for ease of reference).

Amendment No.1 is an integral part of the RFP documents and shall be considered in the preparation and submission of proposals.

We look forward to receiving your proposal prior to the set deadline for the submission on **27 May 2026, 17:00 hours, Vienna (Austria) local time.**

Sincerely,

Sally Alvarez de Schreiner
Chief, Procurement Services Section

Attachments:

1. *Model Contract (Rev.7.05. 2026)*
2. *Terms of Reference (Annex B) (Rev.7.05. 2026)*



MODEL CONTRACT
(REVISION 1 07 May 2026)

(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, **and subject to Clause 4(iii) below.** 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.
- (iii) The Commission shall have the option to carry over any unused person days balance from one Call-off Period to another, subject to mutual agreement between the Parties; provided, however, that any such carryover shall not result in the total number of person days exceeding the cumulative maximum limit assigned to each Call-off Periods combined as specified in sub-Clauses 4(i)-(ii) above.**

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

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

For payments and invoices related enquiries:

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

(REVISION 1 - 07 MAY 2026)

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.

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.

The Commission shall have the option to carry over any unused person days balance from one Call-off Period to another, subject to mutual agreement between the Parties; provided, however, that any such carryover shall not result in the total number of person days exceeding the cumulative maximum limit assigned to each of the Call-off Periods combined.

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