



TO: All Bidders FROM: CTBTO Procurement Services Section

DATE: 20 May 2026 REF.: RFP No. 2026-0049
/POLONSKAYA

EMAIL: procurement@ctbto.org

SUBJECT: **Questions and clarifications to RFP 2026-0049
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 No. 2026-0049 pertaining to the Provision of Software Engineering Services for IDC Operational Tools (OPS-Tools) on a Call-Off Basis (the “RFP”).

Please find attached:

- Clarifications to questions raised by interested bidders; and
- A revised Attachment 4 “Price Schedule” of the RFP. Accordingly, the RFP Attachment 4 “Price Schedule” is hereby replaced with the attached amended version (Rev. 20 May 2026).

The attached clarifications and revised Attachment 4 are an integral part of the RFP documents and shall be considered in the preparation and submission of Proposals.

We are looking forward to receiving proposals prior to the **submission deadline of 27 May 2026, 17:00 hours, Vienna (Austria) local time.**

Sincerely,


CTBTO Procurement Services Section

Attachments

Clarifications No. 1
Attachment 4 “Price Schedule (Rev. 20 May 2026)”

RFP 2026-0049

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

Clarifications to questions received from potential bidders

20 May 2026

Question	Response
<p>1. Could you please confirm whether existing documentation for the IDC OPS-Tools applications is available? If such documentation exists, could you please also confirm whether it is up to date and can be provided for familiarization and service delivery purposes?</p>	<p>Access to the most current technical documentation for the Tools applications (CAMT, LABOPS, OPERA, ROSS, and SOPET) referenced in Section 4.1.1. (Work Specifications) of the ToR will be provided to the awarded Contractor upon commencement of the Contract.</p>
<p>2. Could you please provide the Commission's General Conditions of Contract applicable to this RFP, or confirm where they can be downloaded?</p>	<p>The Section 2 of the RFP INSTRUCTIONS FOR PREPARATION AND SUBMISSION OF PROPOSALS includes hyperlink for the document or you can also go directly to the document available in our web page at https://www.ctbto.org/sites/default/files/2026-02/General%20Conditions%20of%20Contract%20(GCC).pdf</p>
<p>3. In the Vendor Profile Form, item 15 "Previous Supply Contracts with United Nations Organizations (over the last 3 years)" includes a note requesting supplementary documentation. Could you please clarify what type of supplementary documentation is expected for this item? For example, would a purchase order, contract award notice, contract excerpt, reference letter, acceptance certificate, or other similar confirmation be acceptable?</p>	<p>A list of Contracts/PO with subject description can be provided. Clients' reference and/or acceptance letter(s), or other similar confirmation would be preferable.</p>
<p>4. ToR Section 6.6 (Skills and experience available amongst Team Roster staff): Confirm whether the experience in Command and Control (CnC), message queue, and IMS 2.0 must be satisfied collectively across the Team Roster or required for specific individual profiles.</p>	<p>The requirements set in Section 6.6. (Skills and experience available <u>amongst</u> Team Roster staff) of the ToR shall be satisfied collectively across the Team Roster. However, as also noted in the ToR, 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. Therefore, at the minimum, two (2) of the requirements in Section 6.6. shall be met by each individual in the Team Roster.</p>
<p>5. ToR Section 4.2 (Software Support and Maintenance):</p>	<p>Bidders shall not propose their own approach and shall, at all times during the Contract implementation, follow the</p>

<p>Confirm expectations regarding response times, severity levels, support hours, and whether support outside of sprints should be included, or if the bidder may propose its own approach.</p>	<p>Commission's approach as stipulated in Section 7 (Organization of Work) and Section 5 (point 6) (Requirements for the Contractor) of the ToR.</p>
<p>6. ToR Section 8 (Work Location) + Price Schedule (Travel costs): Confirm the actual maximum frequency of visits to Vienna, the pre-approval procedure, and whether DSA is reimbursed in addition to airfare and terminal expenses.</p>	<p>Please refer to Section 8 (Work location) as well as Section 7 (Organization of Work) of the ToR, and Model Contract, Section 12 (Contract Price): 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. DSA will be based on the applicable United Nations Daily Subsistence Allowance (DSA) rates provided by the International Civil Service Commission (ICSC) and therefore no need to quote for this element in the Price Schedule. Accordingly, in the Price Schedule bidders need to indicate a Return Ticket per person per trip only.</p>
<p>7. Instructions Part I (Technical Proposal – Qualifications) – Page 3 - (b) Documents Establishing the Eligibility and Qualifications of the Bidder: Confirm the expected format for the three reference contacts and whether references from projects under NDA are acceptable.</p>	<p>A free style format is acceptable – a general letter of reference may suffice. Preferably, provided contacts should be available and authorized to provide references without requirement of NDA signature.</p>
<p>8. Company operates through both CTBT State Signatories' markets. Does the Commission have any preference, restriction, or additional documentation requirement based on which entity is named as the contracting party in Annex C?</p>	<p>There are no preferences or restrictions. All bidders with the origin in any of the CTBT States Signatories have equal opportunity. At the minimum, a copy of the Certificate of Incorporation or equivalent registration of incorporation shall be provided. Furthermore, pursuant to Section 7 of the RFP instructions (Eligible Services), the services to be rendered under the Contract shall have their origin in the CTBT States Signatories. For purposes of this paragraph, "the origin" means the place from where the services are supplied.</p>
<p>9. With reference to IMS2.0 and Command and Control (CnC) Message Queue Experience (Section 6.6.8):</p> <p>a) Is this requirement strictly limited to prior CTBTO/IMS work, or is equivalent industrial messaging protocol experience (e.g. RabbitMQ, AMQP, custom binary message parsers) considered acceptable evidence of this competency?</p> <p>b) Will the Commission provide</p>	<p>a) Yes, the requirements strictly relate to CTBT protocols, CnC and IMS2.0, as specified in Section 6.6.8 (Skills and experience available amongst Team Roster staff) of the ToR. All other protocols are not acceptable.</p> <p>b) Yes, the access to the most current technical documentation for the Tools applications (CAMT, LABOPS, OPERA, ROSS, and SOPET) referenced in Section 4.1.1. (Work Specifications) of the ToR will be provided to the awarded Contractor at commencement of the Contract.</p>

<p>familiarization materials or sample message specifications to enable rapid onboarding for this domain-specific skill at contract start?</p>	
<p>10. Legacy vs. Modern Stack Workload Split</p> <p>What is the approximate share of total annual person-days expected to be spent on legacy stack maintenance (Java Swing, C++, ExtJS 4.0.7, JSP, Apache Struts 2) versus modern stack development (Python/Dash, React, Tornado)? Additionally, is there a planned migration timeline (e.g. ROSS to OPERA) that would phase out legacy work during the contract period?</p>	<p>Please refer to Section 4.2.3 (Sample custom software systems) of the ToR to get information about the technologies used and information on future migration plans.</p> <p>Please also refer to Section 7.1. (Initiating Work) explaining required work approach and person-days estimates. Individual Work Orders will include agreed estimate of the number of person-days required to complete the requested work.</p>
<p>11. Price Schedule (Attachment 4) – Duplicate Rate Lines</p> <p>Each seniority level (Junior, Standard, Expert) appears twice in the Price Schedule. Is this an editorial duplication, or does the Commission expect two distinct rate lines per level (for example, on-site versus off-site rates, or two different role categories)?</p>	<p>This is a template showcasing as an example how it may be filled in by indicating the category against the ToR requirement reference. Kindly delete any non-applicable lines and include a detailed breakdown. The part in blue is deleted to provide flexibility for bidders to quote unit prices. The updated file is attached.</p>
<p>12. Familiarization Period Treatment</p> <p>The Terms of Reference state that onboarding of staff added during the implementation phase is at Contractor's expense. Does this provision also apply to the initial Team Roster's domain familiarization at contract start, or will the Commission accept familiarization person-days billed under the first sprint(s)?</p>	<p>The provision applies to onboarding of <u>additional</u> Team Roster members during the implementation phase. Please refer to Section 6.2. (Maintenance of the Team Roster, conditions of revision) of the ToR.</p> <p>The initial onboarding/familiarization person-days for the Team Roster described in Section 6.4. (Familiarization) of the ToR will be agreed on between Commission and Contractor and included to be billed under the first sprint.</p>
<p>13. Reference Acceptability</p> <p>Are references from complex custom software engagements outside the geophysical or nuclear-test-ban domain acceptable, or does the Commission specifically weight</p>	<p>Any references that will support your Company's profile to demonstrate experience and capacities relevant to the ToR qualification requirements will be acceptable.</p>

references from scientific or international organization clients in the evaluation?	
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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" REV 20 May 2026

Level	Role	QTY	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
				Unit Price & Currency	Unit Price & Currency	Unit Price & Currency
Junior		1	person-day			
Standard		1	person-day			
Expert		1	person-day			
Estimated travel cost: Return Ticket per		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 stipulated in the ToR 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.