



TO: All Bidders FROM: CTBTO Procurement Services Section

DATE: 10 August 2026

REF.: RFQ No. 2026-0086/MCNEILL

EMAIL: procurement@ctbto.org

SUBJECT: Clarifications No. 2 - RFQ No. 2026-0086/MCNEILL: Water Coolers and Related Services

Dear Bidders,

In reference to Request for Quotation No. 2026-0086/MCNEILL concerning “Water Coolers and Related Services”:

- Please find attached responses to queries raised by interested bidders. All clarifications are an integral part of the RFQ documents and shall be considered in the preparation and submission of proposals.

We are looking forward to receiving your quotation before the extended deadline of **Monday, 17 August 2026 17:00 Vienna (Austria) Local Time.**

Sincerely,

CTBTO Procurement Services Section

Attachments:

1. Questions and answers - Clarifications No. 2

Item#	Question	Answer
1	Could you please confirm whether there are any minimum requirements regarding the cooling capacity, hot water capacity, carbonation output or the expected number of users per dispenser at each location?	There are no prescribed minimum performance requirements for cooling, hot water or carbonation capacity. Bidders are requested to propose equipment that is appropriately sized for the intended office environment and anticipated user demand at each location. The proposed technical specifications will form part of the technical evaluation.
2	Can you confirm the expected number of dispensers to be supplied and installed?	Please see the Term of Reference point I Scope of services – in which specify the number. “The Contractor shall submit a quotation for the supply and installation of water dispensers at approximately nine (7 VIC + 2 Seibersdorf) locations. The number of locations may be subject to change.”
3	Could you please confirm the intended contract duration and whether extension options are foreseen and when does the contract start?	The initial contract period is three (3) years, with the option to extend for two (2) additional periods of twelve (12) months each, subject to satisfactory performance and budget availability. The anticipated contract commencement date will be communicated following completion of the procurement process and contract award.
4	Can you provide recent tap water quality data for the installation sites?	The Commission can confirm that drinking water supplied to the installation sites is regularly tested in accordance with applicable Austrian drinking water regulations and is considered safe for consumption. Bidders may assume normal municipal drinking water quality for the purposes of preparing their proposals. Approx water hardness (GH) for the VIC is 50-100ppm.
5	Could you please indicate the approximate number of users per dispenser at each location?	The Commission employs approximately 350 staff across the Vienna International Centre and the CTBTO Test Centre, Seibersdorf. The distribution of users varies by location and floor. Bidders are requested to propose suitable solutions based on approx. 40-50 users in a typical office environment.
6	Could you provide the exact locations and the expected number of dispensers per building/floor?	The precise floor locations and final placement will be confirmed during the pre-installation site visit. Installation solution is in accordance with the Terms of Reference.
7	Please also let us know if you are interested only in floor-standing	We are interested in all versions of the available products (floor-standing, countertop

	dispensers or whether countertop dispensers should also be considered? In the tender documentation, you state that a site visit will be carried out and that the bidder should propose the most suitable equipment based on the installation conditions. Does this mean that bidders should submit a quotation for both floor-standing and countertop dispensers, with the final decision to be made after the site visit?	as well as tab solutions with under-counter filtrations units) Pre-installation site visits to all locations by installation personnel after the successful contract award. We can also arrange for a <i>technical</i> site visit if the contractor expresses wish to do so. Yes, the contractor should submit a quotation for all appropriate products mentioned in the TOR (self-standing dispenser, countertop dispenser and tab water dispenser)
--	---	---