



TO:	All Bidders	FROM:	Selma Bukvic OiC, Procurement Services Section
DATE:	7 August 2026	REF.:	RFP No. 2026-0021/YUBOLKOSOL
EMAIL:	All Bidders	EMAIL:	procurement@ctbto.org <i>AG</i>
SUBJECT:	Minutes of the Site Visit and Extension of the Submission Deadline Provision of Facilities Maintenance Services at the CTBTO TeST Centre		

Dear Bidders

Reference is made to Request for Proposal No. 2026-0021/YUBOLKOSOL for the “Provision of Facilities Maintenance Services at the CTBTO TeST Centre” (the “RFP”).

Please note the following:

- Attached are the **Minutes of the Site Visit**, including the CTBTO Presentation delivered during the site visit.
- The deadline for the submission of proposals is hereby extended from **20 August 2026** to **27 August 2026 at 17:00 hours Vienna (Austria) local time.**

The above-mentioned Minutes form an integral part of the RFP documents and shall be taken into account in the preparation and submission of proposals.

We look forward to receiving your proposal by the extended submission deadline of **27 August 2026 at 17:00 hours Vienna (Austria) local time.**

Selma Bukvic
OiC, Procurement Services Section

Attachments:

1. Site Visit Minutes
2. CTBTO Presentation Delivered During the Site Visit



Minutes of the Site Visit
RFP No. 2026-0021/YUBOLKOSOL
Provision of Facilities Maintenance Services at the CTBTO TeST Centre

Date: 6 August 2026

Location: CTBTO TeST Centre

Start of Site Visit: 10:30 hours (Vienna, Austria local time)

1. Agenda

- Welcome, Introduction & Site Safety Briefing
- CTBTO Presentation
 - Site Visit Guidelines
 - Site Visit Objectives and Purpose of the Services
 - Overview of the CTBTO TeST Centre
 - Scope of Facilities Maintenance Services and Terms of Reference
 - Proposal Preparation and Submission Requirements
 - Evaluation Methodology and Criteria
- Guided Site Visit Walkthrough
- Questions & Answers/ Closing

2. Purpose

The purpose of the Bidders' Conference and Site Visit was to familiarize prospective Bidders with the CTBTO Technology Support and Training Centre (TeST Centre), its facilities, technical installations, operational environment, and the facilities maintenance services covered under the Contract. The conference also provided an overview of the RFP requirements, proposal preparation and submission requirements, evaluation methodology and criteria, and an opportunity for Bidders to seek clarifications regarding the solicitation requirements.

3. CTBTO Presentation

The CTBTO delivered a presentation covering the site visit guidelines, site visit objectives, purposes of the services, an overview of the TeST Centre, the scope of the facilities maintenance services, proposal preparation and submission requirements, and the evaluation methodology and criteria. The following key points were highlighted:

- The site visit was intended to familiarize Bidders with the TeST Centre facilities, technical installations, operational environment, maintenance requirements, and the scope of services covered under the Contract.
- The Services aim to ensure the safe, reliable, and efficient operation of the TeST Centre through the maintenance of building infrastructure and technical systems, while supporting energy efficiency, sustainability, and compliance with applicable regulations and standards.
- The TeST Centre is a multi-purpose facility comprising approximately 3,500 m² of office, workshop, storage, training, conference, and technical areas. The Services cover, among others, electrical and



Building Management Systems (BMS), HVAC, plumbing, fire protection systems, photovoltaic systems, and ancillary equipment.

- The scope of Services includes initial inspection, planned preventive maintenance, corrective and reactive maintenance, emergency response, and on-request services, as detailed in the Terms of Reference and Appendix 1.
- Bidders were reminded of the key performance requirements, including response times, maintenance performance targets, health and safety compliance, quality standards, and reporting obligations.
- Proposals shall be submitted electronically to sealed_bids@ctbto.org in two separate encrypted files, with encryption keys submitted separately to bid_keys@ctbto.org, in accordance with Attachment 4 of the RFP.
- Technical Proposals must not contain any pricing information. All prices shall be quoted in EUR and net of taxes.
- Bidders were reminded to carefully review the solicitation requirements and ensure that their proposals comply with all requirements set out in the Terms of Reference and the Instructions for Preparation and Submission of Proposals.
- The evaluation methodology consists of a three-stage process comprising qualification screening (Pass/Fail), technical evaluation, and financial evaluation. The overall weighting is 70% for the Technical Proposal and 30% for the Financial Proposal. Only Bidders meeting the qualification requirements and achieving the minimum technical score will proceed to financial evaluation.

4. Guided Site Visit Walkthrough

The guided site visit was led by the Chief, Monitoring Facilities Support Section (MFS), CTBTO. Bidders were shown the principal areas of the TeST Centre, including training rooms, offices, facility management areas, terrace and technical installation areas, and were provided with an overview of the facility's operational environment, building infrastructure, and technical systems covered under the Contract. The walkthrough enabled Bidders to familiarize themselves with the facilities and maintenance environment relevant to the Services. No additional requirements or modifications to the solicitation documents were introduced during the walkthrough.

5. Questions & Answers

The table below summarizes the question and answer discussed during the site visit.

No.	Question	Answer
1	Do you have a detailed asset list for all technical installations, or whether only the matrix that was presented for systems such as electrical, HVAC, and other?	Appendix 1 ("List of Equipment and Maintenance Requirements") provides an overview of the technical systems and equipment covered under the Services, together with recommended maintenance frequencies. The solicitation documents contain the scope, requirements, and information necessary for Bidders to prepare responsive proposals.

6. Additional Clarification to Question No. 1 Issued Following the Site Visit

Following an internal review of Question No. 1 raised during the Site Visit, CTBTO wishes to provide the following additional clarification to further assist Bidders in understanding the maintenance environment and preparing their proposals.



CTBTO further clarifies that Appendix 1 ("List of Equipment and Maintenance Requirements") should be considered the baseline scope for proposal preparation. In addition, CTBTO will provide a comprehensive asset list covering the technical equipment and systems at the TeST Centre. This information will be shared with all Bidders through an official clarification no later than 13 August 2026 and shall form part of the solicitation documentation.

Any additional asset details provided are intended solely to assist Bidders in better understanding the maintenance environment and to support the preparation of responsive, realistic, and appropriately priced proposals. Such information does not alter the scope of Services, technical requirements, or contractual obligations defined in the solicitation documents. In the event of any discrepancy between the additional asset information and the solicitation documents, the requirements set out in the RFP and its appendices shall prevail.

To allow Bidders sufficient time to review the additional information and incorporate it into their proposals, the deadline for submission of proposals is hereby extended from 20 August 2026 to 27 August 2026, 17:00 hours (Vienna, Austria local time). All other terms and conditions of the solicitation remain unchanged.

Annex 1:

CTBTO Presentation Delivered During the Site Visit

Disclaimer:

These Minutes are issued to all prospective Bidders, including those who did not attend the Site Visit, to ensure equal access to information provided during the Site Visit. In the event of any discrepancy between these Minutes and the solicitation documents, the RFP and its appendices shall prevail.

End of the Site Visit: 11:40 hours

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Site Visit

6 August 2026, CTBTO TeST Centre

RFP 2026-0021/YUBOLKOSOL

Provision of Facilities Maintenance Services at the CTBTO TeST Centre



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SITE SAFETY

- No evacuation drill planned for today (if alarm sounds it's for real)
- Listen and follow PA announcements
- 9 Fire exits and 2 assembly points
- In case of alarm keep calm and follow instruction





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AGENDA

Time	Programme
10:30 – 10:40	Welcome, Introductions & Site Safety Briefing
10:40 – 11:10	CTBTO Presentation
11:10 – 12:10	Guided Site Visit Walkthrough
12:10 – 12:20	Questions & Answers/ Closing



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SITE VISIT GUIDELINES



Security

- ✓ Wear visitor badge visibly
- ✓ Remain with CTBTO escort at all times
- ✗ No roaming on the TeST Centre premises
- ⚠ Non-compliance may result in removal from the site



Professional Conduct

- ✓ Professional and courteous behavior
- ✓ Observe highest ethical standards
- ✗ No private discussions with CTBTO staff
- ✗ Do not attempt to influence procurement process



These guidelines ensure a fair, safe, and transparent site visit for all participants.



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SITE VISIT GUIDELINES



Questions & Clarifications



Ask questions during the designated Q&A session



Questions must be raised publicly



Responses are limited to clarification of the RFP requirements.



Written clarifications will be shared with all bidders



After the visit, use the formal RFP clarification process



Permitted & Restricted Activities



Make measurements



Take photographs for proposal preparation



Voice/video recordings are not permitted



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SITE VISIT OBJECTIVES

The site visit is intended to familiarize bidders with the TeST Centre facilities, infrastructure, operational environment, and maintenance services covered under the Contract.



FACILITY OVERVIEW

Introduce bidders to the TeST Centre facilities, technical installations, and infrastructure covered under the Contract.



OPERATIONAL ENVIRONMENT

Provide insight into the operational environment and maintenance requirements of the services



SCOPE & REQUIREMENTS

Facilitate a clear understanding of the scope of services and RFP requirements.



CLARIFICATIONS & QUESTIONS

Provide clarifications and address bidder questions to support proposal preparation.



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PURPOSES OF THE SERVICES

Safe & Reliable Operations

Ensure the continuous, secure, and efficient operation of all TeST Centre facilities.

Infrastructure & Systems Maintenance

Maintain building infrastructure and technical systems to ensure optimal performance and reliability.

Energy Efficiency & Sustainability

Enhance energy performance and support sustainable facility operations through efficient resource management.

Compliance & Risk Management

Ensure full compliance with Austrian and EU regulations, ÖNORM standards, and EHS requirements while minimizing operational risks.



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FACILITY AT A GLANCE



Facility

3,500 m² multi-purpose facility



Primary Functions

Offices, storage, workshops, training and conference areas



Building Layout

Ground floor, first floor and rooftop technical installations



Operational Importance

Mission-critical facility requiring high availability & reliability

Key Building Systems



HVAC



Electrical



Building Management System (BMS)



Fire Protection



Plumbing



Photovoltaic (PV) System



Ancillary/ Outdoor Equipment

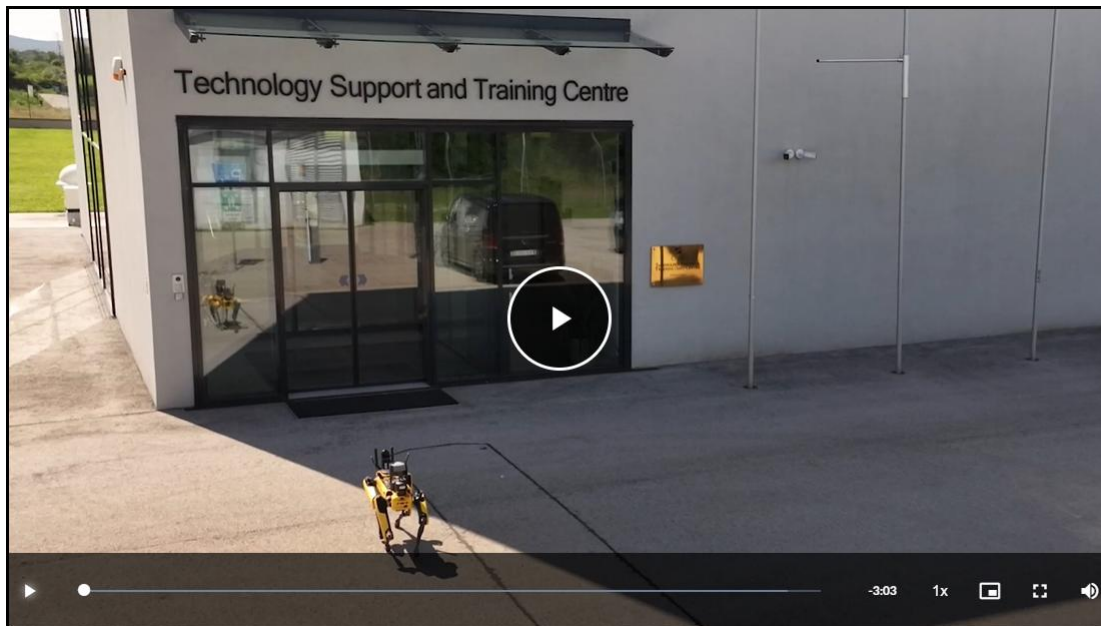


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Behind the Scenes with SPOT (Virtual Tour)

Join SPOT, our robotic guide, for a behind the scenes look at the CTBTO TeST Centre.



Terms of Reference (Services Requirements)



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SCOPE OF SERVICES

✓ Included Services



Electrical & BMS



HVAC



Plumbing



Fire Detection & Protection



Building Envelope & Minor Repairs



Ancillary/ Outdoor Equipment

Service Categories

1. Initial Inspection
2. Preventive Maintenance
3. Corrective Maintenance
4. Emergency Response
5. On-request Services



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PERFORMANCE EXPECTATIONS

Response Time Targets

- Urgent Requests: Within 24 hours
- Routine Requests: Within 3 working days

Core KPIs

- $\geq 95\%$ maintenance completed on schedule
- 100% HSE compliance
- $\geq 90\%$ acceptance without major rework
- Timely quarterly reporting



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What CTBTO Expects from Bidders

- ✓ Proven FM experience
- ✓ Qualified Project Manager and technical staff
- ✓ Strong HSE and Quality Management
- ✓ Rapid response capability
- ✓ Effective reporting and communication
- ✓ Energy efficiency focus
- ✓ Long-term partnership approach

Proposal Preparation & Submission



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PROPOSAL SUBMISSION ROADMAP

STEP 1



Review Requirements

- Review Instructions, TOR, Evaluation Criteria, etc.
- Attend Site Visit (Optional)



Clarification Deadline
11 Aug 2026



Complete Proposal

STEP 2



Prepare Technical Proposal

- Demonstrate compliance with TOR
- Provide methodology and implementation plan
- Submit qualifications, references, and key personnel



English Language

STEP 3



Prepare Financial Proposal

- Use CTBTO Financial Proposal Form
- Quote prices in EUR
- Include all costs necessary to perform the Services



Authorized Signature

STEP 4



Submit Electronic Offer

- Follow the submission instructions in Attachment 4
- Submit Technical and Financial Proposals as separate files



Proposal Deadline:
20 Aug 2026, 17:00 CEST



Electronic Submission Only



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Submission of the Proposal

For complete electronic submission instructions, please refer to Attachment 4 – *Procedure for Submission of Electronic Offers in 2 Sealed Files.*



Deadline

- **20 August 2026, 17:00** Vienna Local Time



Email Submission

- **Proposal:** sealed_bids@ctbto.org
- **Encryption Key:** bid_keys@ctbto.org



Required Documents

- Technical Proposal
- Financial Proposal
- Financial Proposal (without prices)



Important note

Technical Proposal must NOT include any pricing information.



Email Subject

RFP 2026-0021/YUBOLKOSOL
Provision of Facilities Maintenance Services
at the CTBTO TeST Centre



Technical Proposal Sections

1. Contact Details
2. Statement of Confirmation and Bidder's Statement
3. Description of Services
4. Compliance with the Terms of Reference
5. Commission's Inputs
6. Mobilization, Implementation Plan and Time Schedule
7. Qualifications
8. References
9. Personnel
10. Sub-Contractors

What CTBTO Expects

1. Single point of contact
2. Signed Statements
3. Understanding & Service Approach
4. **Complete Attachment 1** (Technical Compliance Matrix)
5. Resources to be provided by CTBTO
6. Implementation schedule, milestones and Gantt chart
7. Required registrations, licenses, ISO certifications and insurance
8. **Minimum 3 similar projects**
9. **Qualified PM & Key Personnel** (CVs and certifications)
10. Roles & responsibilities

★ Bidder Tips

- ✓ FM experience in comparable facilities
- ✓ Understanding of KPIs and response times
- ✓ Qualified personnel
- ✓ Practical mobilization plan



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FINANCIAL PROPOSAL STRUCTURE

A. Initial Inspection & Mobilization

One-time Lump Sum

- Initial inspection
- Baseline assessment report

B. Planned Preventive Maintenance (PPM)

Fixed Annual Lump Sum

- Electrical & BMS
- HVAC
- Fire Systems
- Plumbing
- Building Fabric
- Outdoor Equipment

C. Corrective Maintenance & On-Request Services

Time & Materials (T&M)

- Hourly labor rates
- Emergency rates
- Materials & Spare Parts

Pricing Reminders

✓ EUR only ✓ Net of VAT and taxes ✓ Fixed rates for contract duration ✓ Include all labor, tools, PPE, travel & overheads

Financial Proposal Form

RFP 2026-0021: Provision of Facilities Maintenance Services at the CTBTO TeST Centre

 One-time Lump Sum

SECTION A - Mobilization and Initial Inspection

Description	Unit	Amount
Initial Inspection & Baseline Assessment Report (One-time Mobilization Fee)	Lump Sum	€ -

 Fixed Annual Lump Sum

SECTION B - Planned & Preventive Maintenance (PPM) (Fixed Annual Lump Sum)

Description	Unit	Year 1	Year 2	Year 3	Year 4 (Optional)	Year 5 (Optional)
Planned & Preventive Maintenance (Annual Lump Sum)	Lump Sum	€ -	€ -	€ -	€ -	€ -
PPM Breakdown (For Information and Evaluation Purposes Only)						
Electrical Systems & Building Management System (BMS)	Lump Sum	€ -	€ -	€ -	€ -	€ -
Heating, Ventilation and Air Conditioning (HVAC) Systems	Lump Sum	€ -	€ -	€ -	€ -	€ -
Fire Detection, Alarm and Protection Systems	Lump Sum	€ -	€ -	€ -	€ -	€ -
Sanitary, Plumbing & Drainage Systems	Lump Sum	€ -	€ -	€ -	€ -	€ -
Building Envelope & Structural Elements	Lump Sum	€ -	€ -	€ -	€ -	€ -
Ancillary & Outdoor Facility Equipment	Lump Sum	€ -	€ -	€ -	€ -	€ -

C1 - Hourly Labour Rates

Normal Working Hours: Mon-Fri 8:00 - 16:00

Personnel Category	Unit	Year 1	Year 2	Year 3	Year 4 (Optional)	Year 5 (Optional)
Project Manager / Facility Manager	Hour	€ -	€ -	€ -	€ -	€ -
Electrical Technician	Hour	€ -	€ -	€ -	€ -	€ -
HVAC / Mechanical Technician	Hour	€ -	€ -	€ -	€ -	€ -
Plumbing Technician	Hour	€ -	€ -	€ -	€ -	€ -
Fire Protection Technician	Hour	€ -	€ -	€ -	€ -	€ -
Building Maintenance Technician	Hour	€ -	€ -	€ -	€ -	€ -
Carpenter	Hour	€ -	€ -	€ -	€ -	€ -
Painter / Drywall Technician	Hour	€ -	€ -	€ -	€ -	€ -
Specialist Consultant / Engineer	Hour	€ -	€ -	€ -	€ -	€ -
General Labourer	Hour	€ -	€ -	€ -	€ -	€ -
Other (Specify)	Hour	€ -	€ -	€ -	€ -	€ -

C2 - After-Hours Emergency Labour Rates

Time Category	Multiplier Applied to the Applicable Hourly Rate under Section C1
Weekday after 16:00	x
Weekend	x
Public Holiday	x

C3 – Materials and Spare Parts and any other costs

Description	Unit Price	Quantity**
Materials and Spare Parts*		

* Provide list and detailed breakdown of proposed materials and spare parts

** If applicable, kindly indicate if the quantity is for a set or per unit, etc.



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COMMON BIDDER MISTAKES TO AVOID

Technical Proposal

- ✗ **Failure to demonstrate compliance**
- ✗ **Incomplete Technical Compliance Matrix**
- ✗ **Generic methodology**
- ✗ **Unqualified Project Manager/Technical Staff**
- ✗ **Missing or unverifiable project references**

Successful bidders typically:

- ✓ Read every instruction carefully
- ✓ Complete every mandatory form
- ✓ Tailor the proposal to the TeST Centre
- ✓ Submit well before the deadline

Financial Proposal & Submission

- ✗ **Financial Proposal not following CTBTO template**
- ✗ **Missing signed forms**
- ✗ **Proposal not encrypted**
- ✗ **Late submission**
- ✗ **Use of former Commission employees in proposal preparation**

Evaluation Weighting

Technical 70%

Financial 30%

STAGE 1: Qualification

(Pass/Fail)

- ✓ Legal registration, licenses & insurance
- ✓ Financial stability
- ✓ Organizational capability
- ✓ QMS / ISO 9001 equivalent
- ✓ Relevant experience & references

STAGE 2: Technical Evaluation

(Minimum Pass Score: 60 / 100)

Firm Expertise		40
Technical Approach		35
Key Personnel		25

STAGE 3: Financial Evaluation

Score = Max Points ×
(Lowest Compliant Price ÷
Evaluated Price)

Final Score =
70% Technical + 30% Financial

Only bidders passing Stage 1 and achieving at least 60/100 in Stage 2 proceed to the Financial Evaluation

Questions & Answers



Vienna International Centre, PO Box 1200
1400 Vienna, Austria
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