



TO:	All Bidders	FROM:	CTBTO Procurement Services Section
DATE:	21 October 2026	REF.:	RFP No. 2026-0089/RICKARD 
SUBJECT:	REF.: EMAIL: procurement@ctbto.org		
SUBJECT: Clarifications No. 1 RFP No. 2026-0089/RICKARD: Renewal of VMware licenses			

Dear Bidders,

Reference is made to the Request for Proposal No. 2026-0089/RICKARD: “Renewal of VMware licenses” (the “RFP”):

- Please find attached the **Clarifications No. 1** to questions raised by interested Bidders.

Clarifications No. 1 are an integral part of the RFP documents and shall be considered in the preparation and submission of the proposal.

We are looking forward to receiving the proposals prior to the submission deadline as indicated on CTBTO Ariba.

Sincerely,

CTBTO Procurement Services Section

Attachment

- *Clarifications No. 1*

Clarifications No. 1 - questions and answers

#	Bidders' Question	Answer
1	Broadcom's current support terminology for VMware subscriptions does not include an offering named "Premium". Could the Commission please specify the minimum service characteristics it expects (e.g. 24x7 for Severity 1, response times, direct case submission, named contacts), so that bidders can map them to the appropriate Broadcom support level and, where required, to additional services provided by the bidder? We assume that the "Production" support level is what is meant.	The RFP document refer to VMware Production Support together with its associated service characteristics.
2	For the optional training, does the Commission prefer Broadcom digital learning subscriptions or instructor-led courses, and are certification exam vouchers required? Alternatively, could this training also be provided by the bidder on-site at the CTBTO premises in Vienna?	As per ToR, section 3, the training services constitute an optional requirement. Accordingly, Bidders may propose any available training option(s). The proposed solution(s) shall clearly identify the applicable training entitlements, access platform, delivery modality, validity period, and any included certification or examination benefits.
3	Could you please confirm whether the requirement for a maintenance support plan meeting or exceeding Broadcom's Premium (24x7) support plan would be fully satisfied by supplying VMware licenses with Broadcom Premium 24x7 support entitlements, assigned to CTBTO's Broadcom customer account, enabling CTBTO's technicians to access the manufacturer's support portal and open support cases directly with Broadcom? In this scenario, Broadcom would provide technical support directly to CTBTO, while the Contractor would be responsible for the proper delivery and activation of the licenses and associated support entitlements. Could you please confirm whether this arrangement is sufficient to meet the requirements of Section 5, without the Contractor being required to provide its own additional technical support services or operate a separate 24x7 helpdesk?	CTBTO does not need additional technical support services from the contractor: Broadcom's Premium (24x7) support is sufficient.