



INSTRUCTIONS FOR PREPARATION AND SUBMISSION OF PROPOSALS

1. General

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (the Commission) with its headquarters in Vienna, Austria, is the International Organization mandated to establish the global verification system foreseen under the Comprehensive Nuclear-Test-Ban Treaty (CTBT), which is the Treaty banning any nuclear weapon test explosion or any other nuclear explosions. The Treaty provides for a global verification regime, including a network of 321 stations worldwide, a communication system, an International Data Centre and on-site inspections to monitor compliance with the Treaty. More information can be found in our website www.ctbto.org

This Request for Proposal (RFP) is for the provision of services as described in the Terms of Reference for the provision of “Linux Support Services”.

The Proposal shall meet all requirements stated in the Terms of Reference and be submitted in accordance with these Instructions for Preparation and Submission of Proposals. For this project, the Commission is seeking capabilities, which will ensure that the services are delivered and the tasks are accomplished expeditiously and at a reasonable cost.

2. Documents included in this RFP

This RFP consists of the following documents:

- 1) The information contained within the SAP ARIBA CTBTO Event;
- 2) Guide for Submitting an offer in SAP ARIBA – CTBTO;
- 3) These Instructions for Preparation and Submission of Proposals with its Attachments:
 - Attachment 1: Evaluation Criteria and Method;
 - Attachment 2: Minimum Content of Technical Proposal and Technical Compliance Matrix; and
 - Attachment 3: Financial Proposal - Price Schedule Form.
- 4) Statement of Confirmation;
- 5) List of CTBT State Signatories available at www.ctbto.org under [Status of Signatures and Ratifications | CTBTO](#) and incorporated hereby by reference;
- 6) The Commission’s Model Contract and its Annexes;
 - o Annex A - The Commission’s General Conditions of Contract, available at [2026-01 General Conditions of Contract](#) and incorporated hereby by reference;
 - o Annex B - The Commission’s Terms of Reference

Note: In the event of award, the Proposal will be incorporated as Annex C to the Contract.

3. Amendment of RFP Documents

At any time prior to the closing date for submission of Proposals, the Commission may, for any reason, modify the RFP documents by amendment. The Commission may consider extending the deadline in order to allow adequate time for considering the modifications in the preparation of the Proposal.

4. Language of the Proposal

The Proposal and all correspondence and documents relating to it shall be in English.

5. Format and Submission of the Proposal

The Proposal shall be submitted **electronically only via the CTBTO SAP ARIBA portal**. Bidders should follow the attached instruction in the document “Submitting an offer in SAP ARIBA” for further instructions and tips.

Bidders must be registered in SAP ARIBA to submit an offer. If a bidder is not yet registered, Bidders can register by following the instructions available in the CTBTO webpage at [SAP ARIBA Supplier Manual](#). After registration, to submit an offer bidders may follow the instructions provided in the document “**Submitting an offer in SAP ARIBA**” attached to this RFP.

The **Proposal shall be received not later than the closing date and time indicated on the SAP ARIBA – CTBTO Event** (Closing Date).

The Proposal shall be typed, dated and signed by an official legally authorized to enter into contracts on behalf of the bidder. The Proposal shall not contain any interlineation, erasures or overwriting except as necessary to correct errors, in which case such corrections shall be initialled by the authorized person(s) signing the Proposal.

6. Request for Clarifications and Contacting the Commission

The Commission will issue clarifications, if required. Bidders are requested to e-mail any questions pertaining to this RFP as soon as possible after receipt of the solicitation documents, but in any case, no later than **seven (7) business days prior to the Closing Date**. No requests for clarifications will be entertained after this time. Questions will only be accepted via e-mail sent to:

E-mail: procurement@ctbto.org
Subject: 2026-0088/RICKARD - Request for Clarifications

The Commission will make all reasonable efforts to issue the clarifications not later than five (5) business days prior to the Closing Date.

Except in the case of responding to an RFP clarification, no bidder shall contact the Commission on any matter relating to the Proposal after its submission and until the award of the Contract. Any attempt to influence the Commission in its evaluation of the Proposal or the contract award decision may result in the rejection of the Proposal.

7. Eligible Goods and Services

The goods and services (if any) to be rendered under the Contract/Purchase Order shall have their origin in the States Signatories of the Comprehensive Nuclear-Test-Ban Treaty (CTBT) which is available in the CTBTO website at www.ctbto.org under [Status of Signatures and Ratifications | CTBTO](#). For purposes of this paragraph, "the origin" means the place from where the materials, goods and/or from which the services are supplied.

8. Type of Contract and Payment

The Commission intends to conclude a **firm fixed unit price contract** based on the attached Model Contract. The terms and conditions of payment for services are described in the attached Model Contract.

9. Preparation of the Proposal

The Proposal shall contain, but not necessarily be limited to, the information described below.

The Proposal shall be composed of the following separate parts:

- I. **Technical Proposal;** and
- II. **Financial Proposal;**

PART I: TECHNICAL PROPOSAL

Please state the reference number and the date of this RFP in the Proposal and any correspondence relating to it.

The Technical Proposal shall contain, the information required in **Part I of Attachment 2** “Minimum Content of Technical Proposal and Technical Compliance Matrix” addressing, at the minimum, the below elements.

a) Point of Contact

The Proposal shall state the contact details and address (name, telephone number and e-mail address) of the person/point of contact in your company dealing with this RFP.

b) Documents Establishing the Eligibility and Qualifications of the Bidder

- (i) Bidders shall furnish documentary evidence of its status as an eligible and qualified vendor. In order to award the Contract to a bidder, its qualifications must be documented to the Commission’s satisfaction. These include, but are not limited, to the following:
 - (a) That, in the case of a bidder offering to supply goods and/or services under the Contract which the bidder did not manufacture or otherwise produce, the bidder has been duly authorized by the goods’ manufacturer or producer to supply the goods in the country of final destination;
 - (b) That the bidder has the financial, technical, and production capability necessary to perform the Contract.
- (ii) Expertise of the Firm/Organization: This section shall provide a brief information on the experience of the organization, both domestic and international, which are related or similar in nature to the requirements of the RFP.

- (iii) In complying with this section, the bidder assures and confirms to the Commission that the personnel being nominated are available to fulfil the demands of the Contract during its stated full term.

c) Bidder's Statement and Statement of Confirmation

The attached bidder's Statement and Statement of Confirmation shall be duly filled-in, signed and submitted together with the Proposal.

d) Description of Services

An explanation of the bidder's understanding of the services to be provided and an overall preliminary operational plan for the execution of the services. At the minimum, the Proposal shall include:

- (i) A detailed description of the proposed solution and inclusion of any relevant technical literature.
- (ii) The completed document "**Bidder Technical Compliance Matrix**" contained as Part II in **Attachment 2** duly filled in. Note that this document is a high-level compliance matrix only. In the Technical Proposal **bidders shall provide sufficient evidence to demonstrate competence and compliance with the requirements.**
- (iii) A detailed technical document demonstrating how your proposed solution delivers each of the Linux Support Services listed in Section 2.1 in the Terms of Reference (ToR);
- (iv) Evidence of how your proposal meets the mandatory requirements listed for the Contractor and Contractor's personnel as required in Section 3 and Section 4 of the ToR;
- (v) Confirmation that the Contractor shall comply with the Organisation of Work and Reporting Requirements as set forth in ToR Section 5 and Section 6 respectively;
- (vi) A **draft risk plan** addressing the requirements in ToR Section 7;
- (vii) Confirmation that the Contractor shall comply with the Information Security Requirements as detailed in Section 8 of the ToR; and
- (viii) Any other relevant issue which the bidder would like to bring to the attention of the Commission whether or not having cost implications.

e) Qualifications and Certifications

Documentary evidence of the bidder's and the project personnel's qualifications to provide the Services meeting the requirements in the ToR, which shall establish to the Commission's satisfaction that the bidder has technical capability necessary to perform the Contract and other necessary ongoing services as required.

f) Commission's Inputs

A description of the expected inputs/resources to be made available by the Commission and at what stage of the services.

g) Sub-Contractors

The Proposal shall include names, legal status, address and qualifications of subcontractor(s), if any, involved in the Project and the scope of the subcontracted services. The bidder shall provide a statement that its organization shall be fully responsible for the performance of sub-contractors. All sub-contractors shall be legally established in one of the CTBT States Signatories (list available on the CTBTO website at www.ctbto.org under [Status of Signatures and Ratifications | CTBTO.](#))

h) Work permits and Visas

Please note that it is the Bidder's responsibility alone to obtain work permits or visa or similar for the personnel proposed to implement this project. The Commission will make no effort nor accept any responsibility for obtaining work permits or visa or similar for the Contractor's personnel.

i) Delivery Schedule

Delivery time shall be indicated in weeks after receipt of an order and shall be firm during the validity of the Proposal and comply with the delivery requirements specified in the Terms of Reference.

PART II: FINANCIAL PROPOSAL

The Financial Proposal shall be prepared in **United States Dollars or Euro** and the **total value of the Financial Proposal shall be entered into the SAP ARIBA field "Linux Support Services - Total Amount" under the section "Envelope 2 Commercial/Financial Bid"**. For this project, the amount shall be based on the higher daily rate, the maximum of 250 days per period, and the maximum number of call-off periods pursuant to the attached Model Contract and Terms of Reference.

Separately, the bidder shall provide the full breakdown of the costs for each task required by the Terms of Reference in accordance with **Attachment 3 (Price Schedule Form)** and upload the completed document using the "Comment and Attachment" field under the **"Envelope 2 Commercial/Financial Bid"** section heading in SAP Ariba.

In presenting the cost for each line item of Services, adequate justification and calculation must be included in the cost and this should be provided on the separate sheet. All individual costs shall be stated in EURO or US Dollars and be computed to constitute the total Contract Price.

Note that clear and detailed explanations would enable us to evaluate the Proposal promptly and proceed with fewer requests for clarifications/justifications in a later stage. This is also a factor influencing the decision for Contract award.

Taxes

In principle the Commission is exempt from taxes. Since the arrangement under which such exemption is respected varies from country-to-country, the selected bidder will be informed by the Commission whether tax exemption will occur at source or whether taxes paid by the selected bidder will be reimbursed by the Commission upon submission of the original supporting documentation.

(1) For Austrian companies

The price quoted shall be net of Taxes. All applicable Taxes payable by the selected bidder at the conclusion or implementation of the Contract in respect of the goods/services shall be quoted separately or be separately identified on the Proposal together with information on the nature of the tax and its method of calculation.

(2) For European Union (EU) Companies

The price quoted shall be net of Taxes. All applicable Taxes payable by the selected bidder at the conclusion or implementation of the Contract in respect of the goods/services shall be quoted separately or separately identified on the Proposal together with information on the nature of the Tax and its method of calculation. Due to the VAT exemption applicable to the Commission, no VAT will be charged to the Commission by the EEC Suppliers under the Contract (Ref. EU VAT Council Directive 2006/112/EC, Article 151).

(3) For Non-EU Companies

The price quoted shall be net of Taxes. All applicable Taxes payable by the selected bidder at the conclusion or implementation of the Contract in respect of the goods/services shall be quoted separately or be separately identified on the Proposal together with information on the nature of the tax and its method of calculation. For deliveries to Vienna, Austria, and due to the tax exemption at source, applicable to the Commission, no Taxes shall be charged to the Commission under the Contract.

10. Completeness and Correctness of the Proposal

The Commission reserves the right to verify all information furnished by you in the Proposal through a source of its choice. Any inaccurate information so given may lead to the rejection of the Proposal.

11. Validity of the Proposal

The Proposal shall be valid for ninety (90) days after the deadline for its submission to the Commission, unless an extension of validity has been requested by the Commission.

12. Correction of Errors

The Commission will check the Proposal for any arithmetic errors. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.

13. Evaluation of the Proposal and Award

- (a) The Commission will conduct the evaluation and selection of award based on the criteria and method specified in **Attachment 1 “Evaluation Criteria and Method”**.

- (b) The Commission reserves the right, as it deems appropriate, to award to a single bidder, to award to multiple bidders in any combination or not to award to any of the bidders as a result of this RFP.

14. Negotiations of the Proposal

The Commission reserves the right to request clarifications on the Proposal and to enter into negotiations regarding technical or commercial aspects of the Proposal before awarding the contract under this RFP.

15. Modification and Withdrawal of the Proposal

Bidders may modify or withdraw their Proposals after their submission, provided that written notice of the modification or withdrawal is received by the Commission by the closing date for the submission of the Proposal. The Proposal may not be modified subsequent to the closing date.

16. The Commission's Right to Reject the Proposal

The Commission reserves the right to accept or reject the Proposal or to annul this procurement process at any time prior to the award of contract without having to inform the bidders of the grounds therefore, without thereby incurring any liability to the bidders.

17. Right to Vary Requirements at the Time of Award

At the time of award of Contract, the Commission reserves the right to vary the quantity of the items (goods and/or services), by up to a maximum of twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

18. Costs of preparation and submission of the Proposal

Bidders shall bear all the costs associated with the preparation and submission of their Proposal and the Commission will not be responsible or liable for those costs, regardless of the outcome of this RFP.

19. Proprietary Information

All documentation and information contained in this RFP are proprietary to the Commission and shall not be duplicated, used or disclosed -in whole or in part- for any purpose other than to evaluate them and respond to the Commission's request for Proposal or otherwise without prior written agreement of the Commission.

20. Use of former employees of the Commission in the preparation of Offers

A bidder must not, in the absence of prior written approval from the Commission, permit a person to contribute to, or participate in, any process relating to the preparation of an offer or the procurement process if the person, at any time:

- a) During the 12 months immediately preceding the date of issue of the Solicitation was an official, agent, servant or employee of, or otherwise engaged by the Commission;
- b) During the 24 months immediately preceding the date of issue of the Solicitation was an employee of the Commission personally engaged, directly or indirectly, in the definition of the requirements, project or activity to which the Solicitation relates.

21. Data Privacy Notice

Any personal data provided to the Commission as part of this procurement exercise, via an offer or otherwise, and required for assessing your offer will be treated by the Commission as confidential information and used on a 'need to know basis'.

The personal data provided by bidders will be processed by the Commission for the specific purpose of assessing any offer submitted in response to this solicitation and, in the event of award, contract implementation. This personal data forms an integral part of the offer and to any ensuing contracting arrangement and cannot be accessed, verified, rectified or deleted following the offer's submission other than through express notification to the Commission of any changes or errors or clarifications requested by the Commission during the evaluation process. This data includes, but is not limited to, the following:

- First and last name;
- Contact information, such as telephone numbers, or mailing addresses;
- Email addresses; and
- Information on skills, expertise and work experience.

In the event of award, Clause 49 (Personal Data Protection) of the Commission's General Conditions of Contract shall apply.

Nothing in this RFP shall constitute a waiver, either express or implied, of the privileges and immunities of the Commission and its employees, which are specifically reserved.

BIDDER'S STATEMENT PLEASE FILL THIS FORM & SUBMIT WITH THE PROPOSAL
Delivery Time:
Shipping weight (kg) and Volume (m ³) – if applicable:
List of recommended consumables and spares including prices and details on local availability, if applicable (please tick): ☐ For one year period ☐ For a period of
Warranty period applicable (it shall be for a minimum of 24 months , starting from the acceptance of the goods/services by the Commission) – please tick below: ☐ For a two year period ☐ For a period of
Availability of local service in Vienna, Austria (if any/if applicable):
State country of origin or assembly of all items quoted:
Quantity discount and early payment discount (if any):
Include documentary evidence of qualifications to perform the order, which shall establish to the Commission's satisfaction that the bidder has the financial, technical and production capability necessary to perform the order in its entirety and to provide spare parts and other necessary on-going services as required. Included in this Proposal : Yes ☐ No ☐
Confirmation that the bidder has reviewed the Commission's Model Contract and General Conditions of Contract and agreed to all terms and conditions. Yes ☐ No ☐
Remarks:
With regards to the software provided with the equipment, state and confirm whether the software licenses are transferable to third parties, i.e. the Commission or the Commission's State Signatories - list available at www.ctbto.org under Status of Signatures and Ratifications CTBTO . Yes ☐ No ☐ Not applicable ☐
Remarks:
Name: Name & Title of Contact Person: Signature & date: