

REQUEST FOR CLARIFICATIONS

To: ALL BIDDERS

CTBTO Ref. No.: 2017-0174/APYLOV *BA*
(PLEASE QUOTE ON ALL COMMUNICATIONS)

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Date: 28 Sep 17

Subject: Request for Clarifications No. 1 under RFP: 2017-0174

Deadline for Submission: 15 Oct 17

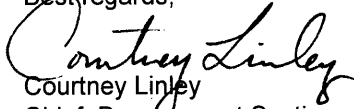
Vienna Local Time: 17:00

Dear Bidders,

Reference is made to RFP: 2017-0174 "Provision, Installation, Upgrade and Maintenance Support Services for IMS Stations, on a Call-off Basis".

The Commission wishes to provide the below clarifications regarding RFP: 2017-0174 for your kind attention.

Best regards,


Courtney Linley
Chief, Procurement Section

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- Q1 On page 3 of "Instructions for preparation and submission of proposals" under "Technical Proposal" it describes the layout/content of the Technical Proposal. It stipulates five sections to be provided and the content needed for each one. However, Attachment 1 and Table A-1 "Mandatory Contents" appears to stipulate a different format/content/layout. Which of these should be followed?
- A1 The Bidder shall follow the format for the Technical Proposal provided on page 3 of the Instructions (Section 1-5). In Section 5, the Bidder shall use the format provided in Attachment 1 and Table A.
- Q2 Will the Commission consider electronic submission of proposals?
- A2 No, the Proposals shall be submitted only in a hard copy. No electronic submissions will be accepted.
- Q3 Could you specify the MTTR applicable for interventions? Is it the same for every location?
- We saw no indication of it in the ToR.
- A3 If MTTR means "mean time to repair", then the Commission prefers to indicate MTTR in relevant Formal Request for Delivery (FRD) on a case by case basis, as IMS stations are located in different geographical areas, which may be difficult or easy to reach. However, the Bidder is welcome to offer its response time and MTTR at the FRD stage.

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- Q4 It is specified that the service would be required for approximately 40 hours per year. Could you specify the number of interventions per year? As well as distribution between activities.
- A4 Please refer to Section 1 of Annex B. Unfortunately, more details cannot be given or predicted.
- Q5 On page 1 of "Instructions for preparation and submission of proposals" it is specified: "one or more contractors". If several contractors are selected, does it mean there will be 40 hours interventions for several companies?
- A5 This understanding is correct. Please refer to Section 1 of Annex B. The Bidders will be informed the number of awards made under this tender.
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