




---

TO: All Bidders FROM: Selma Bukvic  
O-i-C Procurement Services Section

DATE: 24 August 2023 REF.: RFP No. 2023-0117/JIBRIL 

TEL. NO.: +43 1 26030 6350

EMAIL: [procurement@ctbto.org](mailto:procurement@ctbto.org)

---

SUBJECT: **Clarifications No. 1 – RFP 2023-0117/JIBRIL**  
**Provision of Software Engineering Services Waveform Data Acquisition, processing and Dissemination (SWES-SHI)**

---

Dear Bidders,

Please find attached Clarifications No. 1 related to queries raised by bidders in respect to RFP 2023-0117/JIBRIL “*Provision of Software Engineering Services Waveform Data Acquisition, processing and Dissemination (SWES-SHI)*”.

Please note that Clarifications No.1 is an integral part of the RFP documents and shall be considered in the preparation and submission of proposals.

We are looking forward to receiving your bid prior to the submission deadline on **18 September 2023, 17:00 hours, Vienna (Austria) local time.**

Kind regards

Selma Bukvic   
OiC, Procurement Services Section

Attachment:

- *Question and Answer - Clarifications No. 1*

Item#	Question	Answer
1	Attachment 1: Mandatory Requirements of the Technical Proposal, Section 3.3: "The warranty period is <b>one year</b> after the completion of user acceptance testing."	Kindly note that Attachment 1 point 3.3 has been amended to read - Confirm a warranty period of at least <b>two</b> years after the completion of the user acceptance testing. Terms and conditions of post-warranty support and bug fixes shall be available and clearly specified. – Please find attached revised Attachment 1
2	Requirement V Requirements for the Contractor / Requirement V.1 General Requirements: "A warranty period of <b>two (2) years</b> after the completion of the user acceptance testing."	Correct
3	Bidder's Statement: "A warranty period shall be for " <b>a minimum of 24 months</b> starting from the acceptance of the goods/services by the Commission."	Correct

# ATTACHMENT 1 -Revision 1

## ***For the Provision of Software Engineering Services for Waveform Data Acquisition, Processing and Dissemination on A Call-Off Basis***

### ***Mandatory Requirements of the Technical Proposal***

Item	Minimum content
<b>1. Executive Summary</b>	<ul style="list-style-type: none"> <li>• Provide an overview of proposal</li> </ul>
<b>2. Experience, Resources and Project Management</b>	
2.1 Corporate Profile and Values	<ul style="list-style-type: none"> <li>• Brief background of the company, mission/vision, ownership, size, location, number of personnel by type (technician, engineer, etc.), departments, profile, etc.</li> <li>• Company business structure and its authority to execute all Work under the Contract.</li> <li>• Explain the management structure to demonstrate the ability to effectively provide the specified goods and/or services to the required quantity, quality, timeliness and delivery.</li> <li>• If a consortium, provide a clear explanation of the business relationship between the members and governance for execution of this project.</li> <li>• In case the Bidder requires the services of subcontractors, the Proposal shall include:               <ul style="list-style-type: none"> <li>(a) Relationship of the Bidder’s business to any subcontractor(s) that will be used.</li> <li>(b) Names, addresses, legal status and qualifications of major sub-contractor(s) proposed by your organisation.</li> <li>(c) The scope of work and nature of subcontracting; and</li> <li>(d) A statement that any subcontractors are legally established in one of the CTBTO state signatories (see list attached to the RFP).</li> <li>(e) A statement that the Bidder’s organisation, shall act as the main contractor, bearing full responsibility for the performance of its subcontractors.</li> </ul> </li> </ul>
2.2 Corporate Experience	<p>Demonstrate and provide documentary evidence the Contractor’s qualification to provide the Commission with satisfactory guarantee of its technical and financial capability to deliver the services required as per the Terms of Reference for a time period of up to six (6) years. The proposal should detail the Bidder’s experience in managing and executing work of similar scope and complexity. In particular, the proposal should cover:</p> <ul style="list-style-type: none"> <li>• Past experience in the area of digital signal processing, environmental monitoring, scientific visualization, software testing and testing automation</li> <li>• The challenges that such projects presented, and the strategies used to overcome these challenges.</li> </ul>
2.3 Project Management Team and Staffing	<p>Describe the software development methodologies used in past and current projects, including on experience with Agile software development methodologies, in particular Scrum and Kanban, and the way the company may have customized Scrum or Kanban to address challenges posed by individual projects.</p>

2.4 Availability of resources	<ul style="list-style-type: none"> <li>• Please address in as much detail as reasonable what resources you will make available for the successful provision of software development such as: <ul style="list-style-type: none"> <li>– key personnel</li> <li>– hardware</li> <li>– software</li> <li>– offsite facilities for developers.</li> </ul> </li> <li>• Please describe how the requirements in section V.1 of the Terms of Reference (ToR) are satisfied. The bidder’s proposal should explain to extent (as a percentage of a Full-time Equivalent) each member of the Team Roster’s is available during the initial 2-year contractual period</li> </ul>
2.5 Quality and Project Management Processes	<ul style="list-style-type: none"> <li>• List and describe any quality and/or process management systems in use by the Bidder in its software projects. Include copies of any relevant current certifications as attachments to the Technical Proposal.</li> <li>• List and describe any project management methodologies in use by the Bidder in its software projects. Include copies of any relevant current certifications as attachments to the Technical Proposal</li> <li>• Describe any established risk management and risk mitigation measures in use by the Bidder. Provide an overview of what strategies are in place to manage and mitigate key risks that could affect the delivery of the services.</li> <li>• Please describe the governance mechanisms on the side of the contractor, including monitoring of the performance of the staff executing the project and how complaints regarding non-performance of the staff involved in the project should be raised and will be addressed by the bidder.</li> <li>• The bidder’s response should describe the expected inputs/resources to be made available by the Commission.</li> </ul>
<b>3. Meeting the Requirements</b>	
3.1 Understanding of the project	Please describe your understanding of the services that are to be provided under this ToR (Section III), detailing key assumptions that impact the Technical Proposal.
3.2 Documentation and Reporting	<ul style="list-style-type: none"> <li>• Provide written assurance that all reports, documentation and communication (written and oral) supplied to the Commission shall be in English and submitted in an electronic form.</li> <li>• Provide written assurance that all documentation will adhere to the IDC Documentation Standards, samples of which will be provided to the successful Contractor.</li> </ul>
3.3 Warranty	Confirm a warranty period of at least <b>two</b> years after the completion of the user acceptance testing. Terms and conditions of post-warranty support and bug fixes shall be available and clearly specified.
3.4 Pre-screening process for Software Team	Briefly describe a proposed pre-screening process to identify suitable staff to Software Teams from the Team Roster (ToR Section V.2).
3.5 No-obligation to call-off	Provide a written acknowledgement and acceptance of the Commission’s no obligation clause i.e. the Commission reserves the right, at its sole discretion, to call-off more, less or no person-days at all under the Contract.
<b>4. Skills and Experience of key staff</b>	

4.1 Key Personnel Experience

- Include at least 4 key personnel meeting the requirements to be included in the Team Roster as described in Section V.2 of the ToR, and their CVs.
- Describe the proposed role; how long each of the key personnel has been employed with the Bidder; and the type(s) of Service(s) from Section III of the ToR in which each proposed staff may be involved. Justify how each member of the Team Roster is appropriately skilled and experienced to carry out the role and service(s) listed in the proposed Team Roster. Please note that one proposed staff can have expertise in more than one of the key services described in section III. List past projects in which each of the proposed staff has acquired the experience described in sections III and V.2.4 of the ToR.
- A statement that the capacity, in terms of qualified human resources in the proposed Team Roster, is adequate to tackle all Services described in Section III of the ToR, including maintaining availability of personnel to start Work under FRDs when required for the duration of the Contract.
- A statement on the capability and capacity of the suggested Team Roster to provide Software Services in the environment described in Section II of the ToR.
- Identify the key point(s) of contact for the full scope of the Contract.

4.2 Visa & Work Permits

Provide written confirmation that the Bidder understands and agrees to taking responsibility for obtaining any Visa and/or work permits, which may be required to perform the Work under the Contract.

**5. Attachments**

- Statement of Confirmation
- Vendor Profile Form
- Statement regarding Model Contract